



**JANUARY  
2022**

# WHAT WE HEARD REPORT

YOUR ACSA'S  
STAKEHOLDER  
ENGAGEMENT



Alberta Construction  
Safety Association

Your Alberta Construction Safety Association (ACSA) is an independent not-for-profit association and Alberta's partner in construction safety. The association is governed by a Board of Directors, composed of members from Alberta's construction industry and trade associations. As the largest safety association in the province, ACSA serves more than 55,500 active members and an additional 1,928 associate members. ACSA delivers Virtual Instructor-Led Training (vILT), on-demand online courses, the safety training and resources for Certificate of Recognition (COR) and Small Employer Certificate of Recognition (SECOR) programs and administers the National Construction Safety Officer™ (NCSO™) and Health & Safety Administrator (HSA) designations.

## OVERVIEW

Your ACSA launched a stakeholder engagement initiative in summer 2021 seeking insights from key stakeholders to help inform the implementation of ACSA's strategic plan. This report summarizes the findings of the online survey conducted in August 2021.

## APPROACH

ACSA's strategy was designed to ensure a diverse sample of participants where all received equal opportunity to share their perspectives and ideas.

The engagement was structured for participants to share perspectives on:

- ACSA programs and services
- Ongoing challenges and emerging trends within Alberta's construction industry
- Safety prioritization in the workplace
- The COVID-19 pandemic and its impact

To reach a wide audience, ACSA distributed the survey to the *Your ACSA Update* subscribers, ACSA automatic member companies and ACSA associate member companies. In general, those invited included:

- ACSA automatic member companies
- ACSA associate member companies
- ACSA Board of Directors
- ACSA employees
- ACSA contract trainers
- ACSA Regional Safety Committees
- ACSA students
- COR and SECOR holders
- NCSO™ and HSA designation holders
- Peer and consultant auditors

## STAKEHOLDER SURVEY

The survey was open from Aug. 11 to 31, 2021. A direct email invitation was extended to more than 90,000 subscribers. Survey questions were adapted and targeted to specific stakeholder categories to allow for a more comprehensive and relevant data analysis.

A total of **2,137** responses were received with **4,540** individual written comments.

## SNAPSHOT

**90.1%**

of ACSA students rated ACSA's training programs "High" or "Very high."

**80.6%**

of NCSO™ and HSA designation holders rated ACSA's designation programs "High" or "Very high."

**74.3%**

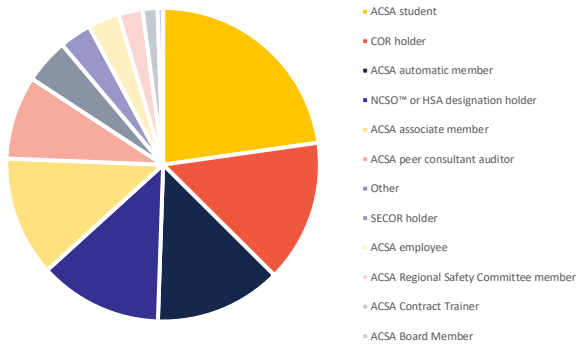
of COR and SECOR holders rated ACSA's certification programs "High" or "Very high."

**90.2%**

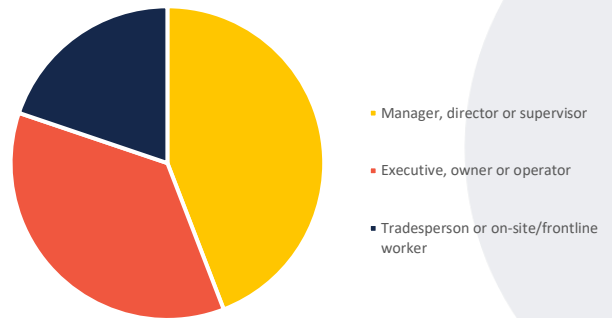
of respondents rated ACSA's impact on their workplace's health and safety performance a five or higher (on a scale of one to 10).

## DEMOGRAPHIC REACH

Q. Please select all categories you identify with:

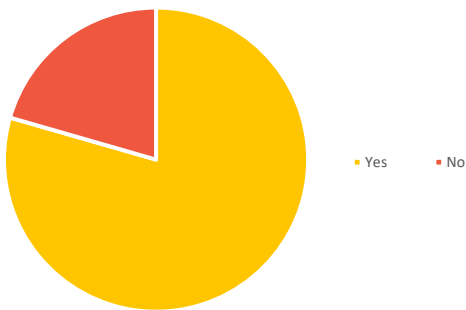


Q. Please indicate if you are a:

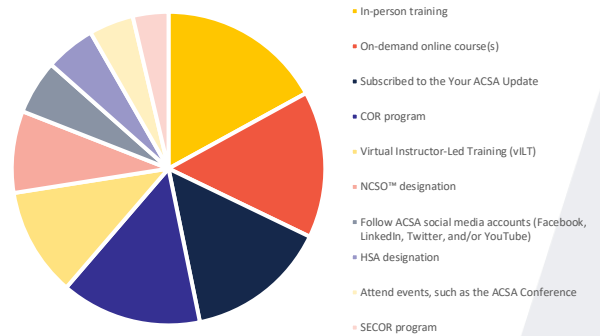


## ACSA PROGRAMS AND SERVICES

Q. Have you accessed Your ACSA's programs, services and/or knowledge products?

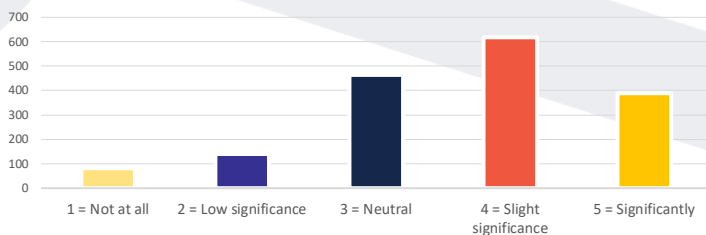


For those that answered "Yes," they were further asked: Which knowledge products have you used?



*I have found the [ACSA] courses excellent over the years.*

Q. How much do you feel Your ACSA's programs, services and/or knowledge products have changed your health and safety behaviour at home?



Respondents who said they accessed ACSA's programs, services and/or knowledge products also indicated ACSA has somewhat positively impacted respondents' health and safety behaviour at home.



*ACSA's courses are excellent for entry-level safety positions and for 'non-safety' roles.*

# WHAT WE HEARD

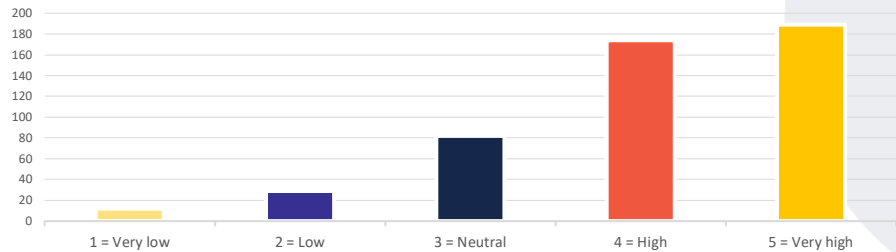
## NCSO™ and HSA designation holders

*Q. How would you rate Your ACSA's designation programs?*

*One being very low, five being very high.*

NCSO™s, HSAs, auditors, students, COR holders and SECOR holders were asked to share their feedback and ideas related to ACSA designation programs, certification programs and knowledge products.

The average response was 4.03. ACSA's designation programs are rated high or very high.



*Q. If you could change one aspect of Your ACSA's designations programs, what would it be?*

Based on the qualitative responses, a few of the most common responses include:

- Increase NCSO™ and HSA requirements
- Enhance business applications and processes
- No expectations



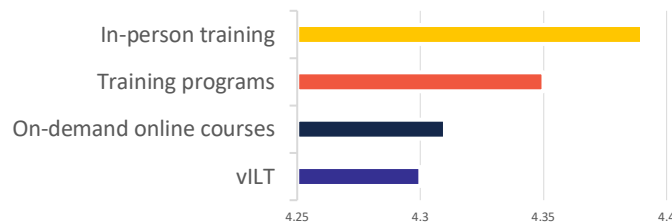
*I wouldn't change anything—the program is very well done. I use what I learnt with the ACSA on a daily basis to do the simplest tasks. From office work, to driving, to being on a construction site, and even at home.*

## Students

*Q. How would you rate Your ACSA's vILT offerings, in-person training offerings, on-demand online courses and training programs?*

*One being very low, five being very high.*

Eight hundred and seventy-five (875) respondents (40.9 per cent) identified themselves as students who provided ratings and feedback about ACSA training.



Overall, ACSA's training is rated as **4.34** out of five.

*Q. If you could change one thing about Your ACSA's training programs, what would it be?*

*Please specify in which format (in-person training, vILT or on-demand online courses).*

After rating ACSA's training, 314 (35.5 per cent) students elaborated on this question.

Based on the qualitative responses, the top two responses are:

- No expectations
- Online training is preferred



*All vILT courses were wonderful. Instructors were great and not being in a class setting allowed me comfort to ask questions and ability to still participate as an individual and classmate. Nothing to change.*

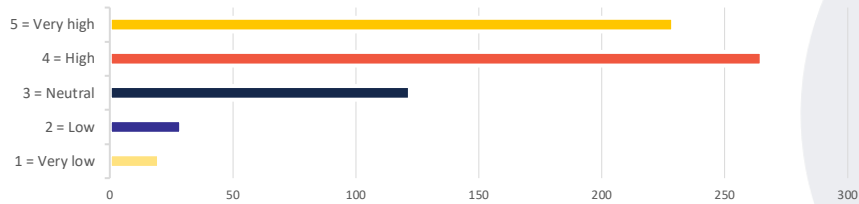
## COR and SECOR holders

*Q. How would you rate Your ACSA's certification programs?*

*One being very low, five being very high.*

Six hundred and ninety-two (692) respondents (32.4 per cent) identified as a COR or SECOR holder providing ratings and feedback about ACSA's certification programs.

The average response was 3.98 with most rating ACSA's certification programs a four.



*Q. If you could change one aspect of Your ACSA's certification programs, what would it be?*

Two hundred and forty-seven (247) (35.7 per cent) of COR and SECOR holders further elaborated on their quantitative response answering this question.

A few of the suggestions for improvement we received include:

- Simplifying the wording of interview questions
- Placing more emphasis on training, competencies, observations and interviews
- Reducing the amount of paperwork required



*The requirements have evolved over the years, which is something that I think is great! It allows companies to evolve their program where they may not have considered to without the COR program.*

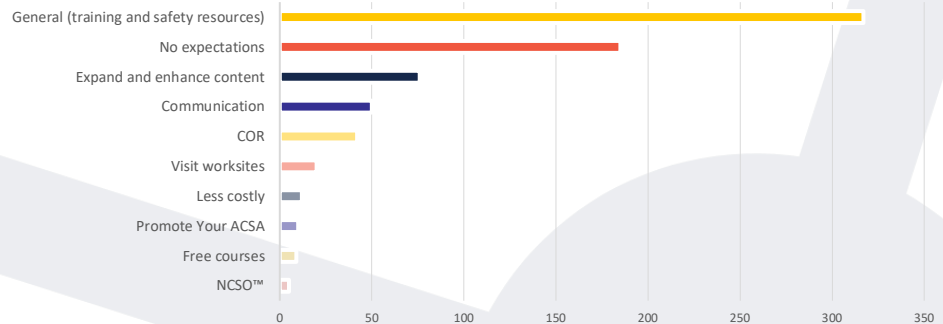
## Safety prioritization

*Q. How can Your ACSA improve the impact on health and safety prioritization in your workplace?*

ACSA asked how we could improve health and safety prioritization in respondents' workplaces.

Seven hundred and twenty-six (726) (33.9 per cent) of respondents shared their responses.

Based on the qualitative responses, the chart below sorts them into categories.



## Workplace improvements in health and safety performance

*Q. What area(s) do you feel your company needs to improve on most in regard to health and safety performance?*

Nine-hundred and sixteen (916) (42.9 per cent) respondents shared what they felt their company could do better when it comes to health and safety performance.

One-hundred and four (104) (11.3 per cent) respondents indicated they felt their company was in good standing with improvements needed. They also indicated they follow safety procedures, stay updated on information and are generally satisfied with their workplace.

*Q. What area(s) do you feel your company needs to improve on most in regard to health and safety performance? (Continued)*

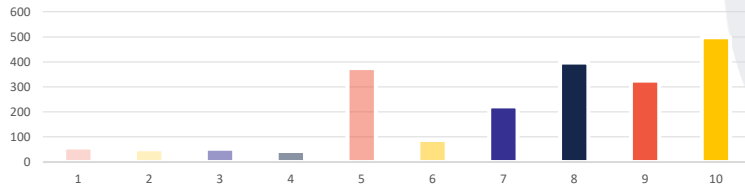
Key themes for improvement include:

- Reconstructing accountability and attitude
- Reinforcing commitment and compliance
- Providing accessible resources for the entire company
- Improving communication
- Ensuring staff are adequately trained and competent
- Enhancing documentation and reporting processes
- Developing a safer workplace culture

*Q. In your opinion, how much of an impact has Your ACSA had on making workplace health and safety a priority?*

*One being low impact, 10 being high impact.*

On a scale of one to 10, the average was 7.36.



## COVID-19

*Q. What area(s) do you feel your company needs to improve on most when it comes to addressing COVID-19 challenges in your workplace?*

*Q. In your opinion, how supportive has Your ACSA been in helping you and your workplace adapt to the COVID-19 pandemic?*

*One being not at all, 10 being extremely helpful.*

ACSA asked respondents a variety of questions regarding the COVID-19 pandemic.

Seven hundred and nineteen (719) (33.6 per cent) answered this question. Two hundred and sixty-one (261) (30 per cent) said they feel their company is doing a great job.

General themes of these comments include staying updated, being proactive, enforcing day-to-day COVID-19 prevention measures, having proper resources and enforcing a high level of compliance and standards that have contributed to their success. Approximately eight per cent of respondents don't believe in COVID-19.

On a scale of one to 10, the average was 6.32.



*I think ACSA did great. Getting courses up and running virtually, and answering calls/emails with multitude of questions. Very grateful.*

## WHAT WE HAVE DONE

Stakeholder feedback is critical to ACSA and shaping future plans, programs and courses. Based on feedback from this survey and other forms of feedback, we have done the following:

- Eliminated the use of breakout rooms from all vILT classrooms
- Included an internal responsibility system (IRS) session at the 2022 ACSA Conference
- Updated NCSO™ and HSA designation booklets with clear certification instructions
- Provided, and continue to provide, up-to-date COVID-19 pandemic information
- Offered weekend vILT courses
- Promoted the Temporary Letter of Certification (TLC) option and COR Action Plans across communications channels
- Re-launched ACSA's Alberta's Occupational Health & Safety Legislation Awareness vILT to reflect OHS legislation changes

## NEXT STEPS

The findings gained from this engagement project will be further reviewed by ACSA's Leadership Team to be considered and implemented (wherever practical) in the enhancements to current and future programs and services.

*Your ACSA would like to thank all stakeholders who participated in this engagement and provided their valuable feedback.*