



Spotlight on Trail Appliances

When did your company become COR certified?

We received COR certification in Saskatchewan in 2015 and we've been COR certified in Alberta since 2008.

Why did your company decide to become COR certified?

We realized that some of our greatest resources were our employees. We really wanted to make sure we were doing everything we could to protect them and allow them to continue to provide to our customers the highest level quality of products and services that we could. COR really gave us the framework to do that.

- **What specifically did you find that was going on with your company that made you want to implement the COR program?**

We had a lot of success in Alberta with our COR and in looking through the COR program in Saskatchewan, we really wanted to duplicate those successes in Saskatchewan.

- **What was the deciding factor between going COR and not?**

We just really found that the COR program matched our business structure. When we were relocating workers to Saskatchewan and hiring new ones there, we wanted to move forward with people that fit into our corporate culture and the COR program went hand-in-hand with that.

In your company, who participates directly in your COR program?

Everybody does, but our program is really spear-headed by our general manager in Saskatchewan in conjunction with our safety committee employee and employer Chairs. They're the ones who really spear-head our program there and they're the guys that are doing a great job with involving our employees and helping our employees in their participation really from front to back.

Everybody right from our receptionist all the way to our delivery drivers have a lot of similar requirements. Hazards are identified in every area of our facility, and in every place we do work.



Trail Appliances receiving their COR certification in 2015.

The corrective actions are really everyone's responsibility, so regardless of your title or your role, the leader of the company has the same responsibility to safety as our customer service and our reception people do.

What areas of the COR program do you find most useful and why?

One of the things is identifying the work we do, and from there, we are able to train our employees to perform the consistent, quality work. Having the same job procedures and the same safe work practices are really critical to making sure we can continue to offer quality service through all of our employees in all jobs that they do.

On top of that, we train and empower them to identify, assess, and really mitigate the hazards at their worksite; regardless of what their worksites are. So again, whether you're one of our warehouse workers, a delivery person, or an administrator in our back office, you can identify the hazards and do your job at the highest possible quality.

Would you encourage others to get COR certified?

You know, for us, COR was a really important tool for ensuring we can strive to improve the safety of both our employees and our product. I feel that the COR program in Saskatchewan would really improve the safety and performance of other companies as well. So, anybody that's really looking to go down that path, I would highly encourage them to do so.

For new companies considering COR certification, what advice would give to them?

Every company is different. The journey through the program is going to be different. It's going to be very specific to each company. The process will allow them to evaluate their own company and their company's core values. It allows them to build a program that's going to work specifically for them to meet their needs and their challenges through their safety process. Be honest through the process and really feel free to set big, lofty, goals.

We did some statistical reviews and identified some areas of deficiency that we really wanted to focus key resources on. From there, were able to allocate the necessary resources, whether they be people, training, or financial resources, in order to improve on those statistics. So again, that would be different for every company, but for us it was really about understanding our areas of strength and expanding that.

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Spotlight on Trail Appliances continued

Do you have any useful tips for developing a safety program that other companies would find useful?

Do your research, get trained, and then develop a program that works for your own business. Be specific to your business to meet your needs.

How do you promote your safety program within your company?

Our safety committee in Saskatoon does a really great job. They go into their own areas of business and speak to our employees. Our employees will bring information or ideas forward where we come together as a group and we talk about it. We also do a lot of communications, such as email, Tool Box safety meetings, and we really encourage our employees to be active participants in our process.

What are some of the benefits your company has seen after implementing the COR program?

COR has allowed us to do the very best we can. Identifying the best way to perform certain tasks and being able to leverage our training and our resources to make sure we are offering a standard product that keeps our customers happy and our employees happy. We want our employees to really feel like a valued member of our Saskatoon community. We know they do, because we hear it.

When we go through our annual audit or, every third year, our external recertification, our employees tell us that they feel like they're cared for and that their managers hear them and that their safety is important to them. Sometimes our partners in industry will put us forth for awards and things like that as well.

• How are your employees safer?

By providing them training on how to do their job, by making sure they're qualified and certified to do their job, and then really providing them the tools at their disposal. Whether it's how to do a hazard assessment, or how to use the right technical tools in order to do the job safely, they can make better decisions while they're in the process of the task or completing the work.

• Have employee behaviours changed?

Absolutely. You bet. Our employees can now move through their day in a much more safety-sensitive mindset. They're more aware of the possibilities, and they're more prepared to deal with them as they arrive. They acknowledge and instead of saying, no sorry, we can't do that work, they're given the

tools to make the decisions in order to not just do the work safely, but also to meet the expectations and needs of our customers.

• Are there fewer injuries?

Absolutely, yes. We've seen improvements in not just injuries, but in many places; fewer injuries, improved quality, and really, greater employee engagement through the process.

When we have employees coming to bring appliances out, you as the homeowner don't have to worry about how they are going to get it in their house safely and if their flooring or the walling is safe.

Employees are provided tools and training to protect your home as well as to make sure that the product you're getting is not going to be dented or damaged before you have the ability to use it. Same goes for our installation services. You know you're going to get a quality, certified, well-trained technician that's going to come in and do the job right the first time. You can buy a product anywhere, but really, having the service and the quality that comes with it, that's something that we're really passionate about.

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What are some things you hear managers, employees, customers, etc. saying after your company implemented the COR program?

Anytime you implement significant change, it takes a little bit of time to really embed that into your business. We hear from our employees that they feel valued, they feel that they can come to the table with suggestions to make things better. Also, our customers are so excited that the products that they're getting are quality products, and our employees care about their homes, and the products they're bringing into their homes. They're taking care of them, right from when we pull up to your drive way.

Our business partners have also told us as well that they appreciate that we care for them, their employees, and their business continuance as well. Our business, our employees, and our customers have all really embraced our safety culture. In fact, for a lot of our business partners, our safety culture has probably helped them embrace their own safety culture. We're really proud of that.

I think the COR program is great. Our Saskatchewan team has done such a great job there. If anyone has any questions, by all means, come and see us. We're more than happy to share what we know.