

A corrective action is the change you make to fix a hazard or problem that an inspection, incident, hazard report, audit or committee has found, and to stop it from coming back. Finding hazards doesn't make anyone safer; **fixing them does**. Use this checklist with the Calgary Safety Consultants Corrective Action Tracker.

1. Log every finding in one place

- ☐ Every corrective action, whatever its source, is in **one log**: inspections, incidents, hazard reports, hazard assessments, committee recommendations, audits, OHS orders and work refusals.
- ☐ Each entry has the date, source, exact location and a clear description of the hazard, with a photo reference where possible.

2. Control the hazard now

- ☐ **Anything that could cause serious harm is controlled right away**: work stopped, equipment isolated or people kept away.
- ☐ Interim controls are recorded and have an end date tied to the permanent fix, so they don't become permanent by default.

3. Find the cause

- ☐ The team asked why the hazard exists until it reached something the organization can change: design, equipment, procedure, schedule, staffing, training, supervision or purchasing.
- ☐ The cause doesn't end with a worker's name. If a procedure wasn't followed, the team asked why.

4. Choose a strong corrective action

- ☐ Elimination, substitution and engineering controls were considered **before** procedures, signs, retraining and PPE.
- ☐ The action says exactly what will change, where and to what standard, so someone else can verify it.
- ☐ Workers who'll live with the change were asked whether it will work, and it won't create a new hazard.

5. Assign an owner, a priority and a due date

- ☐ Each action has **one named owner** with the authority and budget to do it, not a department.
- ☐ Each action has a priority and a realistic due date. If a part or contractor will take longer, the real date is set and the interim control is strengthened.

SUGGESTED PRIORITY KEY (USE YOUR PROGRAM'S TIMEFRAMES IF YOU HAVE THEM)

A CRITICAL

Control the hazard now. Complete the permanent fix as quickly as possible.

B SERIOUS

As soon as possible, typically within 7 days.

C MINOR

Within 30 days or at the next scheduled maintenance.

6. Track, follow up and escalate

- ☐ Open actions are reviewed at a **regular meeting**, sorted by priority and due date, with each owner giving a status.
- ☐ Overdue actions are escalated on an agreed ladder, for example: the owner's supervisor at the due date, the manager at two weeks, and senior management at 30 days or for any overdue priority A action.
- ☐ Extensions have a reason, a new date, approval from the next level up and confirmation that the interim control still works.

7. Verify the fix and close the action

- ☐ Someone checked that the action was **done as written, fixed the problem** and **didn't create a new hazard** before it was closed.
- ☐ The verifier, date and evidence are recorded: observed in place, a photo, revised procedure and training records, or the next inspection.
- ☐ Priority A and B actions, and actions from incidents, have an effectiveness check a few weeks or months later.

Communicate the results

- ☐ The person who raised the hazard was told what's being done, and told again when it was fixed.
- ☐ The log is shared with the health and safety committee or representative, and results are covered at toolbox talks.
- ☐ Committee recommendations are answered in writing on time, with dates for accepted items and reasons for any that aren't accepted.

Review performance at least quarterly

- ☐ Open and overdue actions by priority, and the percentage closed on time.
- ☐ Average days to close, by priority.
- ☐ Repeat findings after an action was closed. These mean the cause wasn't fixed.
- ☐ The share of actions at each level of the hierarchy of controls. Mostly training and reminders is a warning sign.

Need help closing the loop? Calgary Safety Consultants helps employers set up corrective action tracking, train supervisors and committees, and prepare for audits. Read the full guide at calgarysafetyconsultants.ca/safety-guides/inspections/corrective-actions/ or call 1-888-231-0358.