

CLARIFICATIONS CONCERNING THE REQUIREMENTS OF THE HEALTHY ENTERPRISE CERTIFICATION PROGRAM

This document forms part of the requirements of the BNQ's Healthy Enterprise certification program on organizational practices contributing to health and wellness in the workplace. It aims to provide additional information to facilitate the preparation and conduct of audits that are described in the certification protocol BNQ 9700-880/2020.

To obtain certification, compliance with all the requirements of the certification program must be demonstrated. The main means of verifying compliance are:

- the review of documentary evidence;
- interviews with people at different levels in the organization;
- the observation of the work environment.

Irrespective of the enterprise's target certification level, the enterprise must, one month prior to each audit, provide the BNQ with the file *Healthy Enterprise Certification — Useful Information for the Audit* in electronic format, duly completed. This file, which provides a structured way to collect information relating to document control, as well as to communication and training activities carried out, can be found on the BNQ website [www.bnq.qc.ca].

Upon request, the enterprise must also be in a position to provide: complaint registers and notices or findings of non-compliance to legal or regulatory requirements relating to workplace health and safety for the last 12 months [see Clause 6.2 e) of the protocol BNQ 9700-880/2020]; specimens of the use of the BNQ certification mark (see Annex B of the protocol BNQ 9700-880/2020).

Table 1, which follows, specifies the documentary evidence to be provided according to the target certification level in order to demonstrate compliance with the requirements stipulated in the standard CAN/BNQ 9700-800/2020. It should be noted that a given piece of documentary evidence may serve to demonstrate compliance with several requirements and may therefore cover multiple standard clauses.

Table 2 clarifies the interpretation of some of the requirements of the standard in the context of certification.

It is important to note that all actions or processes necessary to meet the requirements of the standard for the target certification level shall be implemented prior to the initial certification audit, or to an audit aimed at changing the certification level.

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TABLE 1

**DOCUMENTARY EVIDENCE TO BE PROVIDED
ACCORDING TO TARGET CERTIFICATION LEVEL**

Healthy Enterprise (HE) level		Healthy Enterprise Elite (HEE) level (in addition to the elements of the HE level)		Healthy Enterprise Elite Plus (HEE+) level (in addition to the elements of the HE and HEE levels)	
STANDARD CAN/BNQ 9700-800/ 2020-02-13 Clause	Subject of document	STANDARD CAN/BNQ 9700-800/ 2020-02-13 Clause	Subject of document	STANDARD CAN/BNQ 9700-800/ 2020-02-13 Clause	Subject of document
5.2	Workplace Health and Wellness Policy.*				
5.3.1	Risk grid or list of identified risks, and a description of means for risk control (or equivalent).*				
5.4	Measures to promote reintegration into the workplace.	5.4	Complementary information.**	5.4	Measures to promote retention.
				5.4	Managers' job description(s) mentioning responsibilities regarding stay-at-work measures.
5.5.3	Roles and responsibilities of the management representative and of the initiative leader, if applicable.*	5.6	Strategic plan (or equivalent).		
		5.7	Responsibilities of managers regarding employee health.	5.7	Objectives established within the framework of manager evaluation activities.
				5.7	Skills development plan for managers.
6.1	List of Committee members.*	6.1	Complementary information.**		
6.2	Mandate and objectives of the Committee.				
6.2	Minutes of Committee meetings.				
7.2	Measures to ensure the confidentiality of collected data.				
7.3	Reasons for updating data at an interval of more than two years, and alternative means implemented, if applicable.*				

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7.4.6	Questionnaire(s) or list(s) of questions used for collecting data from employees.*				
7.4.6	Indicators used for administrative data analysis.				
7.5.1	Report(s) detailing results of data collected from employees and administrative data collection.*	7.5.1	Complementary information.**	7.5.1	Complementary information.**
8.2 and 8.3	Action plan.*	8.2 and 8.3	Complementary information.**	8.2 and 8.3	Complementary information.**
8.4	Required information for each intervention.*	8.4	Complementary information.**		
9.3.1	Report on the results of the evaluation of each intervention.	9.3.1	Complementary information.**		
9.3.2	Synthesis report on the results of the evaluations.*	9.3.2	Complementary information.**	9.3.2	Complementary information.**
		9.4	Written synthesis on the results of the annual review of the approach*		

* Documentary evidence marked with an asterisk must be sent, in electronic format, to the BNQ one month prior to the scheduled date of the audit.

** The file *Healthy Enterprise Certification — Useful Information for the Audit* provides details regarding complementary information to be included with the documentary evidence.

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TABLE 2

CLARIFICATIONS OF THE INTERPRETATION OF SOME REQUIREMENTS OF THE STANDARD

STANDARD BNQ 9700-800/2020-02-13 Chapter or Clause	Certification Level(s)	Clarification(s)
5 <i>Management commitment</i>		
5.1 <i>Communication of intention</i>	[HE]	The requirements specified in this clause are verified only during an initial audit.
5.3 <i>Health and safety</i>	[HE]	The BNQ audit is not intended to be a substitute for an inspection or regulatory visit, nor for an audit of the workplace health and safety management system. Consequently, BNQ verifications will ensure that the main risks to physical and psychological health, as well as the control methods used, are known within the organization. If a discrepancy in legal or regulatory requirements is found during an audit, the BNQ will take note of the situation and will ensure that it is treated diligently. Moreover, in the event that the BNQ notes a lack of responsibility by the enterprise to take charge of a serious matter that may represent a danger to the health and safety of employees, it reserves the right to withhold issue of the certificate of conformity, or to proceed with the suspension or withdrawal of an issued certificate of conformity, in accordance with the terms set out in Chapter 8 of the certification protocol BNQ 9700-880.
5.3.2 Communications	[HE]	The enterprise shall be in a position to demonstrate how it requires its subcontractors to inform their employees of the risks to which they may be exposed, in situations where it does not inform employees directly.
5.5 <i>Management representatives</i>	[HE]	In the context of very large enterprises, two members of management may be appointed as representatives.
5.6 <i>Strategic planning (HEE)</i>	[HEE]	Through the use of a strategic planning document, or other type of document, the enterprise shall be able to demonstrate that its policy and practices contributing to the health and wellness of its employees contribute to the achievement of its objectives and organizational strategies.
Training requirements (Clauses 5.3.2 5.4 5.5.2 5.7 and 6.4)	[HE] [HEE+] [HE] [HEE] [HEE]	The training activities shall be at least initiated at the time of the initial audit or an audit to change the certification level and be planned within a reasonable time frame. This clarification does not apply for Clauses 5.5.2 and 6.4 if the enterprise is able to demonstrate that there is no need for training.
7 <i>Data collection</i>		
7.5 <i>Reports</i> (Clause 7.5.2.1)	[HEE+]	If management delegates the presentation and discussion with the employees to others, for example to a Committee member or to managers, this shall be carried out in the presence of a member of the management. The use of an electronic discussion forum may be acceptable to conduct this activity, particularly in the context of enterprises with sites at several locations, provided that: <ul style="list-style-type: none"> – the technological infrastructure and communication processes in place allow all employees to consult the relevant information and to ask questions; – the involvement of a member of the management in carrying out the presentation and the discussion of the results of the data collection, at a clearly defined date or period, is verifiable;

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		<ul style="list-style-type: none"> – the results of the interactive electronic discussion forum demonstrate that exchanges between the enterprise’s management and its employees have really taken place.
8		<i>Action plan</i>
8.2 <i>General requirements</i> (Clause 8.2 e)	[HE]	<p>Conducting discussion groups to explore at a greater depth the priority needs identified during data collection is a good practice. This activity may not, however, be considered as an intervention within the meaning of the standard.</p> <p>For the purposes of carrying out the annual evaluation and communication activities prescribed in the standard, each of the selected interventions shall be defined in a way as to be the subject of annual monitoring. Large-scale projects shall be broken down into appropriate steps.</p> <p>During the review of the action plan, interventions can be maintained provided that:</p> <ul style="list-style-type: none"> – the identified need is still a priority; – a reflection has been carried out on the reasons why the objectives targeted for this intervention have not been achieved.
8.3 <i>Choice of interventions</i>	[HE]	The enterprise shall be in a position to explain the logical progression and criteria used in identifying the needs addressed as priority needs and selecting the chosen interventions.
9		<i>Evaluation</i>
9.2 <i>Evaluation of the interventions and achievement of the objectives of the action plan</i>	[HEE] and [HEE+]	<p>In the event that the means used do not allow for an annual evaluation of the achievement of certain objectives related to interventions or to the action plan:</p> <ul style="list-style-type: none"> – The annual communication, presentation and employee discussion activities required by the standard shall still take place in order to present the available data. – The synthesis reports of the results of the evaluations shall indicate when the missing information will be available.
9.4 <i>Annual review of the health and wellness initiative</i>	[HEE]	<p>The qualitative evaluation of the initiative aims primarily to gather information on the smooth progress of each of the initiative’s activities and constitutes an important input to the annual review of the initiative.</p> <p>The annual review of the initiative enable management to make a judgment on the effectiveness of the initiative. The synthesis of this review should specify:</p> <ul style="list-style-type: none"> – the sources of information used; – management’s conclusions regarding the effectiveness of the initiative; – the identified opportunities for improvements and the resulting decisions.
9.5 <i>Communication</i>	[HEE+]	<p>If management delegates the presentation and discussion with the employees to others, for example to a Committee member or to managers, this shall be carried out in the presence of a member of the management.</p> <p>The use of an electronic discussion forum may be acceptable to conduct this activity (see Clause 7.5 above for details).</p>

