

Determining an OHS Service Provider's Qualifications

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Once you find an Occupational Health and Safety (OHS) service provider who offers the services you require, their qualifications and services should be evaluated to make sure they meet your needs. To help you with your assessment, a series of evaluation questions are listed below.

Evaluation Questions

1. What qualifications, including safety training, do they have? Do the qualifications relate specifically to the work you want done or a similar area of work? Does an independent group attest to the qualifications? What professional associations do they belong to?
2. How many years have they been active in the specific area of service you are interested in?
3. Who have been the service provider's last five clients in this area?
4. Is the service provider associated with the manufacture or sale of a product or service that could possibly be a conflict of interest with their consulting activities?
5. What test methods does the service provider use? Does the service provider follow the prescribed test methods found in OHS regulations, and use accredited labs for attaining results?
6. What kind of documentation accompanies their services? Can they provide a sample? Examples of these documents are training manuals and air quality reports.
7. Can they refer you to engineering or similar firms who can install any controls that may be needed following their investigations? Do they have any business connections with these firms?
8. What is their fee structure? Do they charge by the hour or day or by the total job?
9. Do their fees include expenses such as travel, lodging, shipping, report writing, computer time? Do they also include third party charges such as laboratory fees or fees of other consultants?
10. Are their cost estimates binding?
11. What insurance and bonding do they have?

Defining the Work to be Completed

Once you have found a service provider who is qualified to do the work for you, you will need to explain the type of work you have contracted them for. One of the best tools to accomplish this task is to have the service provider prepare a project proposal for your review. The proposal should discuss the following:

- **The cost.** At this point, it should be made clear if this estimate is binding or not
- A description of **the work**
- **The end result.** This is usually a written report detailing the service provider's work, findings and recommendations. If you do not wish to pay for a written report, specify this in advance
- **The timeline of the work.** The service provider should state when the work will start and stop, when the final report can be expected and whether a draft report will be submitted for review before the final report

For more information

We invite you to visit the WCB's website wcb.pe.ca if you would like more information about OHS service providers. You can also call the WCB's Occupational Health and Safety Division at 902-368-5697 or toll-free in Atlantic Canada at 1-800-237-5049, or email the Division at ohs@wcb.pe.ca.

To report serious work-related injuries, or explosions, you can reach our 24/7 Occupational Health and Safety Emergency Line at 902-628-7513.



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