

Perspectives

New member a champion of service

At a town hall meeting at Wal-Mart's Canadian headquarters, Pat Keindel, President, Standards, CSA, formally welcomed Wal-Mart as a sustaining member of CSA.

"Your support is important to us because we are a not-for-profit association. We count on the financial support of our members to help fund our standards development work," she explained to 600 Wal-Mart employees. Drawing on injury data, she showed how standards help keep people safe.

"Standards are part of an important safety chain – which involves government that passes regulations, industry that comes up with better materials and methods, and retailers like Wal-Mart who strive to put safe products on their shelves," she said.



Pat Keindel, President, Standards, Canadian Standards Association (centre) with Roland Boudreau, SVP Operations, Wal-Mart and Bob Brunet, SVP Merchandise, Wal-Mart.

Applauding the retailer's help in CSA's community outreach efforts, including the CSA Holiday Safety Tips program which aims to make consumers aware of the safe use of products they purchase, she emphasized, "We *all* have a role to play in promoting safety."

The occasion was also an opportunity to acknowledge Wal-Mart's participation in CSA's Champions program. The retailer is one of the first to apply CSA's customer service standard for people with disabilities in a few of its stores as a pilot.

"We're anxious to see how the standard works in the real, retail world," she told the audience. "Your experience and learnings will be very useful to us – and to the millions of Canadians who look forward to service that accommodates their special needs."

Workshop presents standards strategies from around the world

An impressive line-up of speakers representing national standards bodies around the world took the stage at a workshop co-sponsored by ASTM International and CSA. *Standardization Strategies: A World View*, held at Toronto's Royal York Hotel on October 26th, offered expert perspectives into the strategic role of standardization in today's global marketplace.

The workshop provided "an important opportunity for participants to hear first hand the standard strategies undertaken by primary global players... and to meet with other standards professionals and industry leaders from around the world as they share the principles of their national standardization programs," said Pat Keindel, President, Standards, CSA, in her opening remarks.

She cited the truly special and unique relationship that ASTM International and CSA have shared for many years and the organizations' common interests. "We value openness, transparency, and inclusiveness and the strength of both our organizations lies in our membership," she said, adding that 15% of ASTM members in Canada are also members of CSA. A highlight of the day was the signing of an important Memorandum of Understanding between the two organizations.

The workshop was attended by over 110 people, including a delegation of standards executives from



Pat Keindel, President, Standards, CSA and James Thomas, President, ASTM International, sign Memorandum of Understanding (MOU).

China, members of CSA's Board of Directors and Standards Policy Board, representatives of the Standards Council of Canada and members of the ASTM Board of Directors, which was convening that week in Toronto. Speakers at the workshop represented Canada, the U.S., Europe, China and Japan. Speaking at the workshop luncheon, Julia Hill, Chair of the CSA Standards Policy Board, concluded, "In a world in which competition can be fierce, there's a much higher purpose here, i.e., standards for the greater good. We have much to offer each other in terms of triumphs."

CSA hosted the Chinese delegates during their stay, arranging a series of meetings and organizing a reception for them and ASTM board members.

CSA and ASTM International sign historic agreement

With a shared vision of how standards can positively impact North America and the world, CSA and ASTM International signed a Memorandum of Understanding (MOU) during the international standardization workshop they co-sponsored on October 26th in Toronto.

Pat Keindel, President, Standards, CSA, said the signing was an historic event for CSA and highlighted the common interests and competencies of the two organizations. "We share a vision of the importance of standards and the societal good they do in North America and in the global marketplace," she said.

The MOU seeks to promote awareness, education and training, conference co-sponsorship, and standardization initiatives. "This MOU establishes a strategic alliance, leverages the expertise of both organizations, creates value for the public and stakeholders, and builds a model of regional cooperation," said ASTM President James Thomas.

For more details on the ASTM International/ CSA Workshop and the historic agreement, please visit www.csa.ca

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CANADIAN STANDARDS ASSOCIATION

Engaging experts at crucial moments

New chair applauds the role of members, value of standards

In a field of standards development organizations, leadership, competency, innovation and courage win the day, and CSA has it all. So says Mr. Daniel Gagnier, the new Chair of CSA Group's Board of Directors, who regards CSA's purpose of benefiting people and society as its defining value.

"CSA draws on an extremely talented cadre of staff and members and isn't afraid to deal with public policy issues head on," says Mr. Gagnier who is senior vice president, corporate and external affairs, for Alcan Inc. "On everything from sterilization techniques to spectator safety to emergency preparedness, CSA has been extremely proactive at engaging the public at crucial moments."

The reputation for expertise, agility and engagement opens up important leadership opportunities for CSA. He cites its administration on behalf of the Standards Council of Canada of ISO TC 176 and 207, which oversee ISO 9001 and ISO 14001 respectively – two of the most subscribed standards in the world. In chairing the latter committee since 2001, Mr. Gagnier draws on experts from 80 ISO member countries and 50 international liaison organizations.

As a member-based organization, CSA benefits from a wide view of issues that matter most – and access to the experts who can make a difference, he adds. "Members' expectations have shifted over the years, and most are hard-pressed for time," he notes. "Yet CSA has



Daniel Gagnier, Chair of the CSA Group Board of Directors. Mr. Gagnier is Senior Vice President, Corporate and External Affairs, Alcan Inc., Montreal, Quebec.

understood and responded to their needs through innovative technologies, and surveys point to high satisfaction among members. To sustain that success, we must continue a close and productive dialogue with our members. We must continue to invest in tools and resources that make their involvement as meaningful and convenient as possible."

In December 2002, Mr. Gagnier joined CSA's Standards Policy Board and was appointed to the CSA Group Board of Directors in June 2003. In 2004, he was named Chairman, Board of Directors, for the Canadian Manufacturers and Exporters, and Vice-Chairman for Standards Council of Canada.

With his experience in both the public and private sectors, he brings a dual perspective to the board table as CSA works to engage stakeholders including industry and government. His current role overseeing corporate communications, government relations and environment, health and safety for the world's second largest producer of primary aluminum puts him in close range of many international issues including biodiversity, climate change, regulations and safety. As Chair of CSA's Board of Directors, he sees his responsibility as synthesizing and bringing forward these issues, together with providing good governance to the organization.

"CSA benefits from an exceptionally strong leadership team – one that has taken on acquisitions and dealt with budgetary challenges. This is the kind of business savvy you need to run a standards organization today," he says.

"In a world that is increasingly fragile, post 9-11, and increasingly stressed by environmental changes, CSA provides a measure of certainty in an uncertain world," he adds. "When I put on safety shoes or plug in an appliance, when I give blood or give up personal information to an organization, I can count on standards working for people and business."

About Daniel Gagnier Chair of the Board

Daniel Gagnier is senior vice president, corporate and external affairs, for Alcan Inc. Prior to joining Alcan in 1994, Mr. Gagnier held a number of positions with the governments of Canada, Ontario and Saskatchewan. He has performed overseas diplomatic assignments in Mexico, Yugoslavia and the United Kingdom. His positions have included: executive director of the Canadian Unity Information Office, assistant secretary to the Cabinet (Communications) and assistant secretary to the Cabinet, economic policy and programs, at the Federal-Provincial Relations Office. He served the Saskatchewan government as deputy minister, economic development and trade, then the Ontario government as deputy minister of energy, deputy minister of intergovernmental affairs, special adviser to the Cabinet and chief of staff of the premier's office. He was also president of the Brewers Association of Canada.

CSA America launches participation program

Over the past several months, CSA America has been developing a new model for participating in and funding its standards development activities.

After discussion at advisory councils and researching different options, CSA America is introducing a CSA America Participation Program with accompanying fees and variable benefits, depending on the level of an organization's participation.

Through the program, stakeholders representing industry, government, consumers, utilities and trade associations have access to the work of CSA America standards development technical committees and advisory groups, with the choice and flexibility to participate according to their needs and interests. For example, they may choose to delegate company representatives to be actively involved in standards development activities or they may opt to simply stay informed on committee activities.

"This program marks a new chapter in our U.S. standards development work and our involvement

in related international activities," says Spencer Grieco, Vice President, Standards, CSA America. "As a solution to our funding challenges, the CSA America Participation Program offers several distinct advantages. It is a fair and equitable way to fund our standards development activities on a long-term and sustainable basis. It is also inclusive of all stakeholders, providing them with various categories of participation depending on how companies wish to fulfill their engagement in the standards development process."

CSA America is North America's premier developer of safety and performance standards for products fueled by natural gas and propane, the leading source for training programs covering all aspects of gas fittings, and a leader in alternative energy initiatives. CSA America published the world's first fuel cell standard, and is developing 15 new leading-edge standards for global use of fuel cells and hydrogen.

Currently, more than 400 CSA America committee participants contribute their time and expertise.

New office heralds opportunities in China

CSA America, in partnership with American Petroleum Institute (API), ASME (American Society of Mechanical Engineers) International, and ASTM International, formally opened the Consortium for Standards and Conformity Assessment (CSCA) office in Beijing, China.

"China is a strategically important market to CSA," says Spencer Grieco, Vice President, Standards, CSA America. "This is an opportunity to build relationships with Chinese regulators and government officials, and to promote the use of gas and alternative energy standards."

The primary purpose of establishing a presence in Beijing is to advocate a consistent CSA and CSA America strategy in China and to promote Consortium members' standards and conformity assessment systems in China. The CSCA Office will liaise with the American Chamber of Commerce, the U.S. Commercial Service, and the U.S. Embassy to gain access to policymakers, regulators and industry representatives.

More than 150 guests, along with U.S. Ambassador Clark Randt and representatives of the U.S. Department of Commerce, attended the opening on May 23rd. It was widely covered by local media including *Economic Daily*, *Beijing Business Today*, *News On China Daily*, and *AmCham* (American Chamber of Commerce - China) *News*.

Upcoming EVENTS

FALL/WINTER

Get Up to Code Quickly!

WATCH FOR 2006 TRAINING EVENTS ON THE NEW EDITION OF THE CE CODE!

- 2006 CE Code Essentials *
- Bonding & Grounding
- Communication Systems and EMI
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...and other Electrical Code related seminars



The CSA Learning Centre offers convenient access to the combined training resources of the entire CSA Group.

The CSA Learning Centre offers seminars on the following topics:

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- ESA Regulation 22/04 Electrical Distribution Safety training
- Health Care Facilities Training Series
- Principles of Risk Assessment – Safety of Machinery **NEW!**
- ADAPT! –Trainer's program: Customer Service for People with Disabilities **NEW!**
- Static Grounding **NEW!**
- Fall Protection Series **NEW!**
- Introduction to Risk Management (in collaboration with RANA International) **NEW!**
- Safeguarding of Machinery (in collaboration with IAPA)
- Managing an Effective Lift Truck Program (in collaboration with IAPA)
- QMI - ISO 22000 Food Safety Management System Series **NEW!***
- QMI – The ISO 9001:2000 Training Series *
- QMI – The OHSAS 18001 Training Series *
- QMI – The ISO 14001 Training Series *
- QMI – ISO 9001:2000 - Process Auditing Course *
- QMI – ISO 9001:2000 – Customer Satisfaction *

* available in French and English

For more information, or to register please call 416 747 4017 or 1 800 463 6727, email seminars@csa.ca or visit our Web site at <http://learningcentre.csa.ca>

Conferences and Events:

March

23-24/06

2006 North American Robot Safety Conference – Toronto, ON

Speaking of climate change...

As interest in climate change heats up, CSA has used media opportunities to publicly press for a consensus approach to tackling the issue.

In an article published in the Toronto Star, on Aug. 11, 2005, Pat Keindel, President, Standards, CSA highlighted CSA's commitment to climate change and raised awareness of the role CSA can play in bringing stakeholders together to achieve positive change. Similar themes were explored in her commentary, aired on CBC radio in most cities across the country.

“City leaders are looking to codes and standards to help rethink every aspect of urban life, from high-density infrastructure to traffic congestion and alternative transportation,” she wrote in the article. “Standards are also in development for new applications of emerging technologies, including wind turbines, solar collectors, and fuel cells. Other standards will work to reduce drastically the impact of existing technologies, such as extracting carbon dioxide and other impurities from fossil fuels.

“Ultimately, the development of energy-efficient standards will regulate the economic use of natural resources, reduce greenhouse gas emissions, and, through related certification programs, promote positive public policy.”

To meet that objective, Ms. Keindel called for consensus and standardization. “Solutions need to be developed with the help of a neutral, third-party organization that is independent and acceptable to all sides.”

In her CBC radio commentary she said, “Governments must collaborate with a wide variety of groups, including industry, consumers, and environmental groups to come up with practical and acceptable responses to reducing smog. A sustainable network of regulations, standards, and codes can provide a framework, and a springboard to sound government policy.”

CSA's climate change initiatives are showcased at a new section of the CSA website www.csa.ca/climatechange

Perspectives

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