

Perspectives

Pat Keindel Receives Prestigious Fellow Award

The Standards Engineering Society (SES) has honored CSA's Pat Keindel, President, Standards with its Fellow Award. The award recognizes professional distinction in, and special contribution to, the field of standardization.

In granting the award, the SES noted Pat's vision, which has contributed to standards development in groundbreaking, and challenging areas such as sustainable forest management and organ transplantation, an

expansion of diverse technical committees, increased membership satisfaction and heightened visibility for CSA and Canada internationally.

Established in 1947, the SES promotes the use of standards and enhances knowledge of standardization. It is the member body for Canada and the U.S. in the International Federation of Standards Users and is accredited by the American National Standards Institute.



Ms. Pat Keindel with the prestigious Standards Engineering Society Fellow award.

Shaping Solutions

Towards a New Model of Performance

"As a standards development organization, CSA has proven that we can deliver additional value – above and beyond basic safety and performance requirements for standards and codes."

That was the message Pat Keindel, President, Standards, CSA, put to an international audience at a Global Policy Summit on Performance-Based Building Codes, organized by the Inter-jurisdictional Regulatory Collaboration Committee (IRCC) and the United States' National Research Council, held in Washington, D.C., November 3-5.

As a keynote panelist at the Summit, Ms. Keindel outlined emerging expectations for regulatory authorities. She addressed issues related to affordability, sustainability, heightened performance, enhanced energy efficiency, privacy and quality of life. Ms. Keindel drew on examples from other standards areas – health care, customer service for people with disabilities, and sustainable forest management – to show how the standards community is shaping innovative solutions for the emerging needs and expectations of consumers, regulators and industry.

Taken in this context, the sky's the limit for standards solutions. But such far-reaching innovation comes down to strong collaboration among a growing number of stakeholders – both national and international.

Electrical Collaboration

Pat Keindel and John Walter, Senior Director, Standards Development, emphasized in their speeches, the importance of international collaboration at the General Meeting of the International Electrotechnical Commission (IEC), held in Montreal the week of October 13th. During their presentations, they drew on CSA's leadership in the electrical area to demonstrate the important role of standards which complement and support regulations. Both Ms. Keindel and Mr. Walter gave high-level presentations at the IEC. During her presentation on October 14th, to the IEC Officer's

Forum, Ms. Keindel reinforced the message that the result of the international coordination will lead to greater scope and influence, more cost-effective allocation of resources, and ultimately better standards as we utilize our collective wealth of knowledge and skills.

In the electrical area, CSA, working with the Standards Council of Canada, is restructuring committees to facilitate trade and improve efficiency of standards development. In recent years, considerable progress has been made in integrating committees at strategic and technical levels.

Mr. Walter, in his presentation at the IEC AGM Council Open Session, emphasized that numerous measures are required for effective international standards. He explained that it requires effective collaboration and input, a commitment to harmonization, and more effective policies and processes for adopting international standards.

Injury Prevention

At the 2003 Canadian Injury Prevention and Safety Promotion Conference in Ottawa on November 25, Ms. Keindel told an audience of injury prevention specialists and health care practitioners how standards can contribute to injury prevention measures. More than 500 participants were in attendance for the conference.

Standards are vital seed documents, often referenced in regulations and used for third-party verification, she said. They provide for public review, help stimulate market acceptance, are developed in an open, multi-stakeholder accredited process, and regularly updated.

"I urge you to consider standards as one of the strategies in achieving comprehensive public policy," she added. "It is imperative that we all work together... to reduce injuries, improve quality of life, link research and standards development, and put standards into practice."

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CANADIAN STANDARDS ASSOCIATION

In the Public's Interest

Thanks to community outreach and a proactive media campaign, CSA ensured that two recently published standards affecting public health and safety received widespread public awareness.

The third edition of CAN/CSA-Z614, Children's Playspaces and Equipment, is part of CSA's ongoing efforts to promote education about playspace hazards. According to Safe Kids Canada and the Canadian Pediatric Society, more than 28,500 children are treated annually in emergency departments and hospitals across Canada for playground-related injuries.

"This standard is one of the best in the world, allowing children to enjoy outdoor play in a fun environment with innovative designs," says Christine Simpson, Chair, Playspaces Technical Committee.

CSA's groundbreaking national standards for cells, tissues and organ transplants attracted

considerable media attention. Pat Keindel, President, Standards, appeared in interviews with the *Vancouver Sun*, the *Edmonton Journal*, and the *Regina Post*. John Walter, Senior Director, Standards Development, was interviewed by Canada's leading medical journal, *The Medical Post*.

"Everybody has been keeping records in different methods and different processes, and (the new standards) provide a consistent way to track donated cells, tissues and organs," said Ms. Keindel.

In September, the Honorable Anne McLellan, Minister of Health, congratulated CSA and its members for their hard work in developing the standards. "The CSA standards will help promote both the harmonization of safety practices for transplantation across the country, and the safety of transplant patients – both donors and recipients," she said.

Standards: A Part of Doing Business

Knowing the value of standards, Bruce Power supports their development in more ways than one



Mr. John Walter, Senior Director, Standards Development, Canadian Standards Association with Mr. Frank Saunders, Vice President, Safety and Environment, Bruce Power.

Situated on the shores of Lake Huron, about 250 kilometers northwest of Toronto, lies Ontario's largest independent power generator, Bruce Power. With more than 3,000 highly skilled employees, Bruce Power generates enough clean electricity to supply about 15 per cent of Ontario's power needs. It's one of the world's largest nuclear facilities, covering 932 hectares and 56 kilometers of roads.

It's also one of CSA's most active and involved Corporate Sustaining Members, Level II. Since its inception in 2001, when it signed a long-term lease with Ontario Power Generation to operate the Bruce A and B generating stations after the break up of Ontario Hydro, Bruce Power has placed new members on active nuclear standards development committees and provided support to CSA's Annual Conference. It has also been registered by QMI to the ISO 14001 Environmental Management Standard.

"The availability of independent, consensus based standards is very important to us, so we regard involvement in CSA standards development as part of doing business," says Frank Saunders, Vice President, Safety and Environment, Bruce Power. "The beauty of the CSA process is that it has a set of rules and ensures balanced involvement from all parties. Industry can't push something through. Everyone has a say. And while that can be a challenging process, at the end of the day you agree on the content of the standard, which helps assure broad-based support and public confidence."

CSA pioneered quality assurance standards for the nuclear industry in the 1970s, with its Z299 Quality Assurance series. Since then, CSA's leadership in the field has expanded to include many different standards and related technical committees. Oversight to their activities is provided by the Nuclear Strategic Steering Committee, on which Mr. Saunders is the Bruce Power representative. About six other Bruce Power people serve in executive roles on committees that develop standards on such topics as: fire protection, quality management and periodic inspection of nuclear facilities; nuclear pressure retaining components and systems; and reactor control systems, safety systems and instrumentation.

"It's important to find the right people with the right knowledge base and skill set to contribute to standards development," says Mr. Saunders. "I've never encountered someone who didn't want to participate. On the contrary, they are keen to be involved in a forum where industry, regulators and others can discuss issues and decide the best course of action."

Among its corporate values, Bruce Power places safety before commercial gain and strives for continuous improvements in safety awareness and performance. "Our whole environment aims to support safety in a proactive way, through our culture, human performance, management practices and the application of standards."

But like other organizations, Bruce Power's use of standards goes beyond those for its own industry. "Everything from our desktop projector to our engineering analysis work relies on CSA standards," explains Mr. Saunders. "They are an essential benchmark against which we measure our performance."

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The 2004 Annual Conference

Join fellow CSA members from June 13 to 15 at **Fairmont Le Manoir Richelieu** in scenic Charlevoix, Quebec. With a primary focus on **Health Care and Public Safety**, the 2004 conference promises to be an event you won't want to miss!

For more information contact Michelle Weise at (416) 747-2491 or michelle.weise@csagroup.org

A Call for Nominations

The Canadian Standards Association's strength is its membership.

Each year, the contributions made by our volunteer Committee Members to the world of standards are honoured through the presentation of the **John Jenkin's Award** and the **CSA Award of Merit**.

Visit: www.csa.ca/membership/awards to access an Online Nomination Form or to download a Nomination Package.



Pipeline to Industry

More than 700,000 kilometres of pipeline cross Canada, moving oil and gas from wellhead to burner tip. It's a complex system that relies on the application of safety and performance requirements. To help industry professionals who design, operate, maintain, test and inspect equipment in the oil and gas industry, CSA hosted its third Biennial Pipeline Forum in Calgary, November 18 to 20. Expert speakers, involved in the development of CSA Z662-03 *Oil and Gas Pipeline Systems*, participated as workshop leaders and shared their knowledge with more than 180 participants.

The event, which attracted technical and field personnel, broke new ground in two



ways. In addition to training on the Z662 standard, the forum offered optional workshops on issues relating to the business of pipeline operation: management systems, storage of hydrocarbons in underground formations, and the Transport Safety Board's investigative process for pipeline accidents. It was also the first time that CSA offered sponsorship opportunities for a technical conference, and nine organizations lent their support to CSA in this way.

The next Forum will be in Calgary November 2005.

Putting Product to Market

New processes, people and technologies are speeding up publication times

While members rank CSA services very highly, their feedback on time to publication has swung improvements into motion.

“We understand members’ frustration when there are delays between final approval on a standard’s content and its publication,” says John Maheu, Director, Operations Quality Assurance. “That’s why speeding time to publication has become a big priority.”

Under the direction of Karin Jaron, CSA’s Editorial and Production teams have been changing processes and adding resources, both human and technological.

Editors are now involved earlier in the process, spending more time on the pre-approval edit. “We can identify problems and put to ballot a better quality product,

which significantly reduces further changes,” notes Ann Martin, Manager, Editorial Services. Last minute revisions can be handled more quickly because the bulk of the work has been completed.

The editors’ work has been expedited by the implementation of a new publishing system in the Production group, which automates much of the formatting required to turn a draft document into a CSA standard. Editors can then focus on more substantive issues related to content. The new system can also produce more feature-rich PDFs in response to requests from members and customers.

“We’ve chosen a system that is compatible with whatever applications the committees use,” explains Kevin Gibson, Manager, Production Services. “We want

to make these improvements as transparent as possible for the convenience of members.”

Kevin’s group has also designed an easy-to-use template, which automates much of the formatting, for the use of project managers or committee members. The template will be ready for release in February 2004.

Meanwhile, with more editors, a large backlog of French documents has been cleared. “And we are making a special effort to stay on top of French versions of new standards,” adds Ms. Martin.

What’s more, a task force comprised of representatives across CSA is devising other ways to improve service and track quality. Stay tuned!

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Member Education Program

Expanding to Fill Needs

“The more our committee members know about CSA, the standards development process and their responsibilities, the more effective they can be in their work,” says Cathy Frederickson, Manager, Membership Development.

Since 1998, CSA has introduced more and more training services designed to meet the needs of both committee members and chairs – 20 to 25 in-person sessions annually.

To save on members’ time and travel expenses, CSA introduced a self-paced CD-ROM training module in 2001, followed by WebEx in 2002. WebEx enables members to participate in a live training session via teleconference and the Internet. An Internet-based training module has also been added to Members’ Online Workspace.

Orientation materials have been produced in French, and French WebEx sessions are also in the works.

“We are way ahead of other standards development organizations on member education, but we want to do more,” adds Cathy. “Over the next year, we’ll be promoting the use of these services so our members’ time is well-spent.”

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Voting Made Easier

A new electronic balloting system capitalizes on the convenience of the Web

CSA committee members will soon have a decidedly modern way to “stand up and be counted” – thanks to an Electronic Balloting System (EBS).

In addition to voting in person or by mail, members will be able to review draft standards, record comments and register their votes online – all through a secure, restricted electronic balloting application.

“We’ve created this system in response to members’ need for fast, convenient services,” says Sue Wellspring, Manager, Standards Policies and Procedures.

The system was designed with member input to be easy to use, reliable and secure. It was successfully piloted by three committees, who gave it top marks. In a follow-up survey, the majority of respondents indicated they found it “extremely easy” to cast their votes.

As the system is being implemented, demos will be available to committees prior to their first e-ballot. Members can also draw on the support of help icons, an online help guide, email technical support and live over-the-phone technical support.

The EBS is expected to result in greater accuracy by automating processes. It should also speed up balloting, resulting in more timely service.

“We hope it will increase participation too,” adds Ms. Wellspring. “Even members who are travelling will be able to vote on a timely basis. And we’ll even save a few trees.”

Contact: **Sue Wellspring, 416 747-2333, sue.wellspring@csa.ca**

Privacy Matters


Throughout North America and Europe, concerns about privacy are on the rise. Many jurisdictions have legislated requirements for the protection of personal information. In Canada, a new law, the Personal Information Protection and Electronic Documents Act (PIPEDA), takes effect January 1, 2004, which is based on CSA Q830-96, *Model Code for the Protection of Personal Information*.

To help organizations put the Code into practice and meet the federal requirements of PIPEDA, CSA offers an interactive CD-ROM, developed in cooperation with renowned privacy expert Murray Long. It provides an overview of the CSA Privacy Code and its 10 principles,

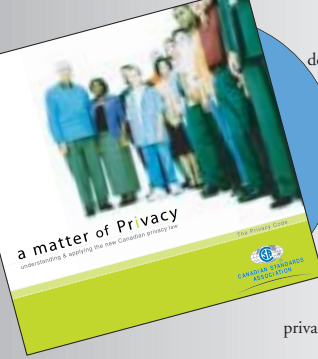
a detailed description of PIPEDA, guidance for chief privacy officers, FAQ’s, downloadable PDFs and more. To help users better understand the principles discussed, the CD-ROM includes specific on-the-job information for Human Resources, Sales and Marketing Managers, Legal Counsel and other employees involved in privacy.

A one-day CSA seminar, *Implementing the Privacy Code*, has also proved popular with organizations that need to understand provincial and international privacy laws, the requirements for complying with PIPEDA, and ways to implement detailed policies and procedures relating to privacy.

For more information, visit <http://privacy.csa.ca>.



JANUARY 1, 2004: YOUR DUE DATE TO COMPLY with the Privacy law



To assist you in making a smooth transition towards privacy law compliance, CSA has developed a user-friendly CD-ROM that gives guidance on the CSA Model Code and the Personal Information Protection and Electronic Documents Act (PIPEDA). A step-by-step approach takes you through the critical components of a privacy program, including issues relevant specifically to human resources, legal, sales and marketing departments.

To help you better understand and apply the privacy law, attend one of CSA’s Privacy seminars.

For more information or to purchase your copy of CSA’s Privacy Code CD-ROM, *Understanding and Applying the New Canadian Privacy Law*, for \$150, or to register for a seminar, visit <http://privacy.csa.ca> or call 1-800-463-6727

Upcoming EVENTS 2004 WINTER & SPRING



**CSA LEARNING
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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 this winter and Spring

- Accident Investigation
- Respiratory Protection Series
- Fall Protection Series
- 2002 CE Code Essentials
- Bonding and Grounding of Electrical Equipment
- CEC/NEC — A Comparison of Requirements
- Code for Power Press Operation
- Design, Installation and Maintenance of Electrical Equipment in Hazardous Locations
- EMI — Electrical Disturbances
- Implementing the CSA Privacy Code
- Infection Control During Construction & Renovation in Healthcare Facilities
- QMI — The ISO 9001:2000 Training Series
- QMI — The OHSAS 18001 Training Series
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- QMI — **New** — ISO 9001:2000 - Process Auditing Course

To register or obtain information about dates and locations, volume discounts, content, in-house training or other details please call **416 747 4017** in the Toronto area or **1 800 463 6727** outside Toronto, email seminars@csa.ca or visit our Web site at <http://learningcentre.csa.ca>

Perspectives

The Canadian Standards Association publishes Perspectives for its membership.

To obtain more information about the services described, contact the person(s) listed at the end of the articles or call toll free at 1-800-463-6727 or, in the Toronto area, (416) 747-4004.

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High Stakes

Setting the standard for elevating work platforms

Today's work goes on at all levels, including the air. Tall office buildings. Overhead lights and signs. Electrical wires. In these and other settings, industry relies on elevating work platforms.

With its revitalization in 1998, CSA's TC 354 has set about to change. The committee is breaking new ground with standards that not only apply to design requirements of the latest technology, but also cover safe operating practices, training requirements for operators, and maintenance, inspection and testing.

CSA 354.2 *Self Propelled Elevating Work Platforms*, published in 2001, introduced a new concept to North America: structural inspections after 10 years of use. CSA 354.4 *Self Propelled Boom Support Elevating Work Platforms*, published in 2002, created test requirements for machine

stability, prompting considerable interest among ISO standards developers. Another standard, to be published next spring, will cover portable equipment that goes beyond the scope of existing standards, generating interest in the U.S. Also under current development is a standard that addresses drive mechanisms for mast climbing work platforms, pioneered in Canada, it may be used as a model at the international level.

"These standards will contribute to safety in a sometimes hazardous environment," notes Jim Wilkinson, Chair of TC 354. "They will also promote innovation and trade; many distributors are reluctant to deal with new equipment without the benefit of standards."

For more information contact **Brian Weir**,
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Saving Time and Money

Championing Efforts on Behalf of Electrical Manufacturers

Rob Griffin, President & CEO of CSA Group, and Loring Knoblauch, President and CEO of UL, signed an Agreement on Acceptance of Components and expanded the organizations' 1996 data exchange Memorandum of Understanding (MoU) on November 10, 2003, during the National Electrical Manufacturers Association's (NEMA) Annual Meeting and Leadership Conference in Washington, D.C. Both Agreements were negotiated with the support of NEMA and Electro-Federation Canada, as well as major electrical clients.

The Agreement on Acceptance of Components marks a change in UL's policy toward acceptance of CSA certified electrical components used in Low Voltage Distribution and Control Equipment.

Grant Carter, CSA's Vice President of Marketing and Communications called the accord, "A very important win for producers of components and end-products covered under the Agreement." The announcement marks a significant advance in CSA International's campaign to gain UL's acceptance of CSA certified

components. Mr. Carter went on to say, "This Agreement on Acceptance of Components is the first tangible result of our efforts, and CSA will continue to pursue component acceptance in other product categories on behalf of lighting manufacturers, appliance manufacturers and others who are not served by the current Agreement."

For more information on this landmark announcement please visit:

<http://www.csa-international.org/components/>

Address Change FaxBack

CSA members: Send your changes to
**Canadian Standards Association,
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Mississauga, ON Canada L4W 5N6,
E-mail member@csa.ca.
Fax (416) 747-2473.**

ANSI members: Send your changes to
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