

# Perspectives

## A "new generation" workplace for CSA Members and employees

The Canadian Standards Association officially opened its new office and conference facility at 5060 Spectrum Way with a full day of festivities on October 4, 2002. Members, customers, guests and staff joined the CSA Board of Directors and members of the Standards Policy Board for a Grand Opening that included tours of the building, a reception, and a ribbon-cutting ceremony.

Association's new office. "I feel confident that this wonderful new facility, here in my home riding of Mississauga East, will set a standard itself for training facilities in Ontario," he said.

He also stressed the importance of B480.02, the voluntary CSA *Customer Service Standard for People with Disabilities*, introduced in May 2002. The standard supports joint CSA and Ontario government efforts to improve access for people with disabilities in department stores, restaurants, banks, theatres and supermarkets. The new CSA building was designed to meet this standard.

CSA members who attended the ceremony were enthusiastic about the new facility.

"I was very impressed with the beautiful surroundings," said Marcel Chabot, Technical Manager with Burlington-based Draka Elevator Products Inc. "The new meeting rooms are excellent, with sophisticated equipment and technology. These are features that will help in large meetings. I also find the location more accessible." Draka has been a CSA Sustaining Member since 1937. Mr. Chabot participates in 12 different CSA Subcommittees and is active in CANENA initiatives as well.

*For more information on the new building and the text of the speeches, see pages 3 and 4 of this issue of Perspectives, or visit the Web site at [www.csa.ca](http://www.csa.ca).*

*V. Lynne Pearson, Chair of the Board, CSA Group, Rob M. Griffin, President and CEO, CSA Group, Pat Keindel, President, Standards, Canadian Standards Association, and The Honourable Carl DeFaria, Ontario Minister of Citizenship, Minister Responsible for Seniors, and MPP, Mississauga East, cut the ribbon at a ceremony to mark the opening of the Canadian Standards Association's new facility on October 4, 2002.*

V. Lynne Pearson, Chair of the Board, CSA Group, Rob M. Griffin, President and CEO, CSA Group, Pat Keindel, President, Standards, Canadian Standards Association and The Honourable Carl DeFaria, Minister of Citizenship, Minister Responsible for Seniors and MPP Mississauga East, all spoke at the ribbon-cutting ceremony, welcoming everyone to the new facility.

"The opening of this building symbolizes the strengthening of our ability to serve business, consumers and government in Canada," said Ms. Keindel. "Just as standards are living documents that continuously evolve to keep pace with technological advancements, CSA as an organization is also evolving. We're changing to better meet the needs of our 9,000 members with a facility that is open, inviting and utilizes leading-edge technologies."

The building's innovative interior incorporates the features of CSA's Ergonomic and Barrier-Free Design standards — design parameters that include reduction of noise levels and access to natural light, which create an environment that fosters collaboration between members and staff.

Minister DeFaria presented Pat Keindel with a certificate commemorating the opening of Canadian Standards



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*The Honourable Carl DeFaria, Ontario Minister of Citizenship, Minister Responsible for Seniors and MPP Mississauga East, presents Pat Keindel, President, Standards, Canadian Standards Association, with a certificate commemorating the opening of Canadian Standards Association's new office and conference centre.*



## CSA Members appointed to the Order of Canada

The Order of Canada recognizes people who have made a difference to our country. From local citizens to national and international personalities, all Canadians are eligible for the Order of Canada — our country's highest honour for lifetime achievement.

Three different levels of membership honour people whose accomplishments vary in degree and scope: Member, Officer and Companion. Since 1967, more than 4,000 people have received the Order of Canada.

The following CSA Members are new appointees to the Order of Canada.

Jacques Beaulieu (Officer) is a distinguished physician and researcher who has had a decisive influence on the development of lasers and their application in the fields of defence and medicine. At CSA, he is known for his work on the History Committee and standard S293.2 *General Information on Environmental Management*.

Dr. John (Jack) Ivor Clark (Officer) is an internationally renowned geotechnical engineer, and an innovator in university-industry collaboration. Through his unique vision and direction, the Centre for Cold Ocean Resources Engineering played a pioneering role in the transfer of technology for commercial use. Dr. Clark has participated in a number of CSA committees on Offshore Structures.

Dr. Bartha Maria Knoppers (Officer) is recognized as a world authority on the ethical aspects of genetics, genomics and biotechnology. She is a professor and researcher in the Université de Montréal's Faculty of Law. Dr. Knoppers has been tireless in her promotion of Canadian expertise in this field at the international level, and has worked on the History Committee and standard Z293.6 *Xenotransplantation*.

Dr. Alan G. Davenport (Member) is a Professor Emeritus at the University of Western Ontario, who has helped to engineer some of the most challenging structural projects ever built in Canada, including the CN Tower and the Confederation Bridge and is an expert in seismic activity and wind loads on tall buildings. Building codes in Canada and abroad are based on work that has evolved from his leadership. Dr. Davenport is a Member of CSA's Committees on Antenna Towers and Limit States Design.

Dr. Leslie Jaeger (Member) is an Emeritus Research Professor of Civil Engineering and Engineering Mathematics at Dalhousie University; he is a world-renowned authority on highway bridge design. Dr. Jaeger participates in a number of CSA committees dealing with the Canadian Highway Bridge Code, concrete, structural components and reinforcing materials.

## CSA reaps CHEA honours as well

CSA Board Member, Betty Crown, has won the CHEA Honour Award, the most prestigious award of the Canadian Home Economics Association (CHEA). The biennial award is a tribute to outstanding leadership and contribution to the home economics profession. A faculty member at the University of Alberta since 1969, and currently Professor in the Department of Human Ecology, Dr. Crown's work in the area of protective clothing has been instrumental in the development of several national performance standards.

In addition, CSA External Affairs employee, Erika Brown, received the Dr. Elizabeth Feniak award for

Excellence in Technical Writing for her paper entitled "Consumer Representation in International Standardization." The paper was completed while she was a student working with Betty Crown.



Betty Crown



Erika Brown

## V. Lynne Pearson honoured with Lieutenant-Governor's Award



Dr. Lynda Haverstock (left), Lieutenant Governor of Saskatchewan, presents V. Lynne Pearson with her medal.

V. Lynne Pearson, Chair of the Board, CSA Group and Dean of the College of Commerce at the University of Saskatchewan was honoured with the Lieutenant-Governor's Award for her distinctive leadership and contribution to public administration. The Regina Regional Group of the Institute of Public Administration of Canada (IPAC) held a special ceremony hosted by the The Honourable Dr. Lynda Haverstock, Lieutenant Governor of Saskatchewan to present Ms. Pearson with her medal on September 17, 2002 at Government House in Regina, Saskatchewan.

## SCC recognition for CSA's Paul Schlote

The Standards Council of Canada (SCC) recognized Paul Schlote, Risk Manager, CSA Group for five years of valuable service in support of international standards development activities.

"Your dedication to standardization has consistently been demonstrated by your years of time and service," wrote

Peter D. Clark, Executive Director, in a letter accompanying Mr. Schlote's Standards Council of Canada Certificate of Service. "Your leadership is a model for others to follow and your notable contributions to both the Standards Council of Canada and CSC/IEC/TC61/WG14 will not soon be forgotten."

## Stephen Brown joins CSA as Director, External Affairs

Stephen Brown became CSA's new Director, External Affairs, Canadian Standards Association in April, 2002. Mr. Brown replaces John Walter, who is now Senior Director, Standards Development. He reports to Pat Keindel, President, Standards, Canadian Standards Association, and will work as a member of CSA's Leadership Team to implement the Canadian Standards Association's Strategic and Annual Business Plans.

Mr. Brown will concentrate on the management of strategic relationships, the identification of primary target markets and the development of new standards opportunities. His goal is to position CSA as the pre-eminent choice for Standards Development in all sectors across Canada.

"Standards development and deployment is essential to the on-going need for commercial organizations to compete in global markets," says Mr. Brown. "The Canadian Standards Association is extremely well positioned to take a leadership role in many of the initiatives underway for harmonization among various constituencies and countries.

"By promoting the benefits of the consensus standards development process, CSA can continue to work with its stakeholders in government, industry, and the public to improve safety, health and quality of life and facilitate trade both in Canada and internationally," he adds.

Mr. Brown brings to CSA a long and successful career with a number of hi-tech organizations having held senior management and executive positions in the areas of operations, sales and marketing, business development and strategic planning. Additionally, Mr. Brown has acquired a wealth of international business development and strategic partnership experience in North America, Latin America, Europe and The Pacific Rim.

He holds an Undergraduate Degree in Psychology from Loyola College and a Masters of Business Administration from Concordia University.



Stephen Brown

# Grand Opening Ceremony

## 5 0 6 0 S P E C T R U M W A Y

The following are excerpts from speeches by V. Lynne Pearson, Chair of the Board, CSA Group, Rob M. Griffin, President and CEO, CSA Group and Pat Keindel, President, Standards, Canadian Standards Association at the Grand Opening Ceremony for the Canadian Standards Association's new facility.

### *An energetic organization – 80 years young!*

**ROB M. GRIFFIN, President and CEO, CSA Group**

*Today we are celebrating a leading-edge workspace... a magnificent structure... a new home for the Canadian Standards Association... a division of CSA group.*

*This occasion marks a new era for the Canadian Standards Association. CSA may be 80 years old, but obviously still young, energetic, and expanding... otherwise we wouldn't be standing here today! Just imagine - for 80 years now, each and every day CSA makes a difference and touches people's lives in a positive way. Just imagine - how many brilliant minds - dedicated members and staff - worked on developing standards that impact ourselves, our families, our industries and our society.*

*What a legacy! What a vital contribution to creating standards that serve Canadian needs first, and to providing a Canadian voice in international standards development. And, we measure our contribution and success by key performance indicators or KPI's to ensure our standards are making a real difference in people's lives.*

*Let me give you an example. Since CSA first published standards for face protectors and visors for hockey players, the number of reported eye injuries in Canada dropped from about 250 per year in the seventies to under 25 today, despite the fact that the number of recreational hockey players has climbed significantly in the past 5 years to more than half a million players!*



**Rob M. Griffin, President and CEO, CSA Group** addresses guests at the Grand Opening Ceremony.

*Our job is not just to keep up with a moving target. It is to anticipate where the needs of people and businesses are headed next. And in doing so, we ensure that our work continues to achieve meaningful results. Our job is to continuously extend our reach – particularly into areas that would have been unimaginable even a few short years ago.*

*Power sources for electric cars and buses... automated bank machines to ensure disabled access... organ and tissue transplantation and blood management standards... these are just a few of the areas where CSA standards are making a difference today.*

*I am confident that with the support of members and staff, CSA will continue to grow and expand in Canada and around the world. And, while no two days are ever the same in this association, our purpose remains constant: to make standards work for people and business.*

### *Vision and support made new facility a reality*

**V. LYNNE PEARSON, Chair of the Board, CSA Group**

*I am truly delighted to be standing in front of this new facility. I was the chair of the Standards Policy Board when we approved this strategic investment in 2001. And today, after months of planning and construction, CSA's vision for the future has taken shape.*



**V. Lynne Pearson, Chair of the Board, CSA Group** (centre, in blue suit) applauds speakers at the Grand Opening Ceremony.

*At this time, I would also like to pay tribute to my fellow members of the Standards Policy Board and members of the board of CSA Group whose vision and support of this project have helped make this new facility a reality.*

*Today, we unveil a new generation workplace, one that will serve as the headquarters for future standards development... a place designed to inspire and welcome our members. But the building really represents much more than that. It is the embodiment of our new strategic vision – a vision characterized by leadership, accountability and integrity.*

*We derive our strength from our members and staff and this new facility demonstrates our commitment to them. It also reflects our commitment to effectiveness and efficiency and the value we place on the time of our members. It is a modern facility with leading edge technology... to ensure that our members can make the most of their time with us.*

*It is our responsibility to take action and drive change. And to help people and business apply standards... so they too can drive change. Together we can, and will, continue to make standards work for people and business.*



**The Honourable Carl DeFaria, Pat Keindel, V. Lynne Pearson and Rob M. Griffin** all join hands in front of the Canadian Standards Association's new building.

### *A vote of confidence for the future of standards*

**PAT KEINDEL, President, Standards,  
Canadian Standards Association**

*Today marks the beginning of a new phase for the Canadian Standards Association. The opening of this building symbolizes the strengthening of our ability to serve business, consumers, and government in Canada.*

*This ceremony is not just about a new building. This ceremony is about CSA's members and staff; it is about a new philosophy and a new culture. It symbolizes our care, commitment, integrity, and excellence in everything we do. It is a vote of confidence for the future... the future of standards developed for, and by Canadians.*

*I want to acknowledge some very hard working people. It takes a lot of people to make a project of this magnitude happen. I would like to express my appreciation to my colleagues at CSA group for their support and commitment.*

*My sincere thanks to the core team, the building committee and all the individual task teams that planned the facility and executed the move. Without the dedication of staff like Dave Morison and Lynne Dunbar, we would not have completed this project on time and on budget.*

*I would also like to express my appreciation to the architects, vendors and construction group, along with LNR corporation, in particular Barbara Wright; to GWL Realty Advisors Inc.; and HOK Canada Limited, for their work and support.*

*Finally, my thanks to Standards staff. Your collective effort and enthusiasm has brought new life and energy to the division and this facility.*

# Take a 'virtual tour' of CSA's new offices

Want to view CSA's new building but can't make the trip to Mississauga? Try taking a "virtual tour" on CSA's Web site. Go to [www.csa.ca](http://www.csa.ca), click on Membership and then Virtual Tour. The new IPix technology allows you to point your mouse and rotate 360° throughout the rooms – providing a panoramic view of the features of the facilities and meeting rooms of CSA's new offices and Conference centre at 5060 Spectrum Way.

## Here are some of the features of CSA's New Building...

A beautifully designed structure of glass and steel, 5060 Spectrum Way is a five-storey building facing a circular landscape feature. The feeling of bringing the outdoors in is accented by view of the ravine to the south of the property. Located close to Pearson International Airport, Canadian Standards Association is close to many full service accommodations and other amenities for the convenience of committee members.

This building features barrier-free design – with facilities including ramps, automatic doors, elevators with Braille plates, wheelchair accessible workstations and washrooms. The reception area is a testament to many of the design parameters set by the Building Committee. Anyone wishing to purchase standards can inquire at the reception desk or use the computer kiosks to view standards online.

Committee members can take a break in CSA's bright, functional Member Lounge. Located in the midst of conference facilities, it is equipped with network connections, telephones and comfortable chairs.

The Conference Centre on the main floor houses seven modern, fully-equipped meeting rooms and a reception area. The Video Conference Room shown here maximizes productivity with superb acoustics, ergonomic seating and state-of-the-art technology. It is equipped with teleconferencing equipment, a ceiling-mounted projector and projection screen, and blackout blinds. Amenities such as these enable CSA members to share information across continents and time zones, facilitating their work immensely.

The difference between a good training experience and an excellent one is often the quality of the training environment. From quality training PCs to ergonomic student chairs, Canadian Standards Association's training room is a comfortable environment where students love to learn and trainers love to teach.

The Canadian Standards Association has three floors of clean, modern office and conference space that house approximately 160 employees. A variety of meeting rooms, print and coffee stations, as well as amenity spaces such as display areas and reference libraries are on both of the two staff floors. Numerous breakout rooms and lounges on the second and third floors encourage ongoing staff learning through collaboration and discussion.

## Need directions to 5060 Spectrum Way?

To view a map showing how to get to 5060 Spectrum Way, just go to [www.csa.ca](http://www.csa.ca) and click on the Contact Us section.



CSA Building



Building Foyer



Member Lounge



Video Conference Room



Training Room



Office Space

# What's new from CSA

## *OH&S Site goes live*

If you're looking for a list of standards on industrial machine safety, or want the latest information on head-to-toe protection or pressurized diving standards – CSA's new Occupational Health and Safety Program site is the place to look. This new site includes standards products in 12 different Occupational Health and Safety program areas, and answers to frequently-asked questions about the OH&S program. It also provides links to CSA's Online Store, OH&S organizations and related regulatory groups.

Check out the site today at <http://ohs.csa.ca> or go through the CSA Web site [www.csa.ca](http://www.csa.ca). Click on "Standards" and then on the "Occupational Health and Safety" program area.

Contact: **Dave Shanahan**,  
(416) 747-2586, [dave.shanahan@csa.ca](mailto:dave.shanahan@csa.ca)



## Ark Tsisserev: Passionate about electrical safety

**A**s Chief Electrical Inspector of the City of Vancouver, Ark Tsisserev deals with all aspects of safety of electrical installations and with operation of electrically connected life safety equipment such as fire alarm and emergency systems. His job, and that of his staff, is to ensure that this equipment is safely and correctly designed, connected and installed. He is also a Member of the Standards Policy Board.

In addition to their traditional role – to audit these installations for their compliance with the electrical safety requirements – electrical inspectors in Vancouver also thoroughly evaluate installation criteria for life safety equipment.

For example, if the pull stations of fire alarm systems are installed too high up for people to reach them, or if smoke detectors are located too close to an air inlet to sense smoke – then people's lives are in danger, and electrical inspectors in Vancouver are trained to spot and address such installation problems.

"Electrical inspectors must be versatile," he says. "We deal with high voltage installations in all types of environments – industrial, institutional, commercial and residential. And we also deal with all types of electrical equipment: from a sophisticated emergency generator, or a High Voltage station to a toaster in your kitchen. Our job is to keep up to date on the latest equipment and installation standards and codes developed by the CSA Technical Committees of experts and to stay one step ahead of the industry.

The electrical inspector's role has changed over the years from an almost military style enforcement function, to one of fostering a uniform and consistent approach to Code interpretation and to one of helping committed and dedicated practitioners of electrical trades in performing in a competitive marketplace without conflicting with the electrical safety



*Ark Tsisserev*

requirements, says Mr. Tsisserev.

"Our primary role is to communicate knowledge of electrical safety – to let customers know that we are not just enforcers but sources of information."

Mr. Tsisserev serves as Chair of the CSA Steering Committee on the CE Code, Part I and Vice-Chair, CSA Steering Committee on the CE Code, Part II. He won a CSA Award of Merit in 1994, recognizing his membership in more than 50 technical subcommittees on CSA electrical product standards. His work on standards began in 1985 when he was Chief Electrical Inspector in Winnipeg, and continued after he came to his current position in 1993.

Mr. Tsisserev feels that regulators have a direct responsibility to get involved in standards development, as they fully understand all practical aspects of interactions between electrical installations and various electrical standards and codes.

"Sometimes customers tell me something doesn't work – that it's a strange or a ridiculous rule. As a regulator,

I have to enforce that rule, but as a participant in the standards development process I can expediently make a substantiated proposal to the Standards Development Committee – and can work on this consensus based Committee of volunteer experts in order to improve this "strange or ridiculous rule", and thus to improve the electrical safety."

In the interests of regional and international trade, members of the CSA Standards Development Committees are actively engaged in adapting or adopting International Electrotechnical Commission (IEC) standards as Canadian National Standards. Members of these CSA committees also participate in drafting harmonized regional standards, which could be used as national standards in the participating countries – Canada, the U.S. and Mexico – through the CANENA process. Mr. Tsisserev is active on these committees as a Chair of the Canadian National Subcommittee of IEC and as a Co-Chair of North American Correlating Committee on installation codes.

"The key is to harmonize our codes and our products without compromising the safety requirements of each country's unique features. For example, in Canada we must design products to perform in minus 40 degrees Celsius due to our cold environment."

So what's Mr. Tsisserev's advice to those entering or wanting to enter the electrical inspection field?

"Be passionate, stay at least one step ahead of general knowledge, be relevant to the process of the maintaining and improving electrical safety, be proactive and fight for your convictions! Ensure that your convictions are consistent with the electrical safety requirements adapted by all stakeholders of the process. And understand the rewards — that your knowledge and your contribution can be manifested as newly implemented technical criteria – improving electrical safety for Canadians and making life much easier."

# Upcoming EVENTS 2002 WINTER & SPRING



**CSA LEARNING CENTRE**

## CSA Learning Centre offers seminars on the following topics this winter and spring.

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

- Accident Investigation
- 2002 CE Code Essentials
- Bonding and Grounding of Electrical Equipment
- Code for Power Press Operation
- Electrical Disturbances — A Study of Harmonics
- B44 Elevator Safety Code
- Guideline on Office Ergonomics
- The Fundamentals of Fall Protection
- A User's Guide to Fall Protection
- Design, Installation and Maintenance of Electrical Equipment in Hazardous Locations
- Implementing ISO 9001:2000; Implementing ISO 14001; Integrating ISO 9001:2000 with ISO 14001
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## Perspectives

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## Accident Investigation Web-Based Learning

**K**nowing exactly how and why an accident or injury occurred gives your team the vital information it requires to reduce risks through effective planning. Accident investigation can establish the causes of incidents and often leads to the development of enhanced work procedures or staff training, thereby reducing the risk of recurring incidents.

CSA is pleased to provide web-based learning based on our Accident Investigation standard, CAN/CSA Z796-98, which is user-friendly, fully interactive, and can be used where internet connectivity exists. Web-based learning is a tool designed to be an effective resource for your entire organization, allowing self-directed and self-paced learning.

This Accident Investigation Web-Based Learning program features interactive case studies, exercises and challenging tests, a fully-searchable print-ready PDF version of CSA's Accident Information Standards, CAN/CSA-Z796-98, and industry-wide, province by province guidelines including links to relevant web sites.

Also available.... The Accident Investigation Training program on CD-ROM, updated with newly designed case studies for all Windows® operating system platforms.

For further information on these products and more, or to order, call (416) 747-4017 in the Toronto area, or 1-800-463-6727, or visit the online store at [www.csa.ca](http://www.csa.ca)



## Address Change FaxBack

**CSA members:** Send your changes to **Canadian Standards Association, Member Services, 5060 Spectrum Way, Mississauga, ON Canada L4W 5N6, E-mail [member@csa.ca](mailto:member@csa.ca), Fax (416) 747-2473.**

**ANSI members:** Send your changes to **CSA International, Lynn Smoke, 8501 E. Pleasant Valley Road, Cleveland, OH U.S.A. 44131-5575, E-mail [lynn.smoke@csa-america.org](mailto:lynn.smoke@csa-america.org), Fax (216) 520-8979.**

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