Annual Report
2023-2024
Making an impact for a safer, healthier and more sustainable Canada
For more than 100 years, CSA Group has led the development of standards in Canada, and we have carried out this important work in a socially responsible and inclusive way.
For more than 100 years, CSA Group has been a leader in the development of standards in Canada, and we have carried out this important work in a socially responsible and inclusive way. This Annual Report is one of two reports on our performance, including a report on our Environmental, Social and Governance (ESG) program. Together these outline the accomplishments of CSA Group over the past year, and the work ahead of us on our journey to achieving our mission of a safer, healthier, more sustainable nation.

This was a successful year for CSA Group – for both our Standards Development organization and our Testing, Inspection and Certification (TIC) subsidiary. Notably:

- In Standards, we made significant progress on all elements of our mission – research, standards development, education and advocacy. In the following pages, you will learn more about the important work we are doing in these areas.
- Our TIC subsidiary, one of the principal sources of funding for our Standards organization, also had a strong year – generating income to help support our Standards priorities in the coming year.
- Our Board of Directors has approved additional funding for both parts of CSA Group to support programs aimed at addressing our most pressing stakeholder priorities and helping us achieve our long-term goals.

While we are regularly told that our work, and the contributions of our expert members, have a positive impact on society, until recently we have had little empirical evidence of that. Are we truly helping to make Canada safer, healthier, and more sustainable?
Challenged with answering this question, over the past several years, we have used advanced technologies and industry best practices to examine where our standards are being used, what impact they are having, and how we should communicate this information. We have also looked closely at our internal operations, their impact on our communities, and how we could bring greater transparency of that impact to interested parties.

What we have found is that our standards are widely adopted by governments and industry; they are having an impact on society; and our operations have made strides in minimizing our impact on the environment and making a positive difference in the lives of our employees and the communities we operate in.

Our more than 11,000 valued members are key to our success. They generously give their time and expertise to standards development. The development of standards is the foundation. We promote the use of these standards through our advocacy efforts which continue to gain momentum as we expand our Government Relations function and our reach into different sectors and industries. The CSA Public Policy Centre expanded its influence by publishing seven policy papers on topics of relevance for Canadian policy makers, including disability inclusion, modular construction and healthcare financing.

Registered Members of the Association can view our audited, consolidated financial results through the online CSA Communities platform. Please contact member@csagroup.org for more information.

On behalf of the Board of Directors and the entire CSA Group leadership team, we offer our sincere thanks to our dedicated employees and members for everything we continue to accomplish together. We also thank our customers for their ongoing trust in CSA Group’s Testing, Inspection and Certification business and their commitment to product safety. We are grateful for your continued support.

This year, our Board of Directors welcomed Peter Dinsdale and Neetika Sathe to the Board. Both were elected at last year’s Annual General Meeting and have become valued members of our Board.

As an organization committed to improving safety, health, and the environment in Canada and beyond, we are proud of what we have achieved this year, are focused on new opportunities before us, and excited about what the future holds.

David Weinstein
President & CEO

Jane Peverett
Chair
The Impact of Standards

For more than a century, CSA Group has quietly played a foundational role in enhancing the lives of Canadians through the advancement of standards that span a variety of sectors across the economy.

Nearly all aspects of daily life, from the buildings Canadians live in, the cars they drive, the interconnected devices used at work or at home, and the energy modern life relies upon, are underpinned by a foundation of agreed-upon standards. Because standards are so deeply engrained in the development and functioning of so many things that Canadians take for granted, they are often referred to as the invisible infrastructure that supports public safety, well-being, and sustainability. For example, most Canadians would not think twice about crossing a bridge or accepting a life-saving blood transfusion—and that is thanks to standards.

So, how can we know if a standard was helpful in benefiting Canadian society?

We have now developed new methods of gathering data, analyzing trends, and evaluating the impact of our standards. Through these methods we have gained valuable insights that demonstrate how our standards are making a positive difference in the health, safety, and well-being of Canadians and in protecting our environment.

The following highlights a few specific examples where our standards are referenced or used extensively and show a correlation to the improved health of Canadians, safer workplaces, and greater protection of the environment. This is only a snapshot of the impact our standards are having on Canadians, but it represents a much larger body of work by our more than 11,000 volunteer members to develop and maintain more than 3,000 standards.

Beyond providing insights for this report, this information helps guide our ongoing efforts to find new ways to support a healthier, safer, and more sustainable Canada.

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CSA Group standards help:

Save lives by helping to reduce the number of infections in healthcare settings • Make workplaces safer by helping to decrease workplace injuries • Protect our environment by helping to boost energy efficiency

80% of standards adopted by industry • 60% referenced in legislation and regulations
Saving Lives:
Infection Control in Hospital Settings

CSA Group’s work helps save lives through our commitment to developing and maintaining standards for infection prevention and control in healthcare settings.

Our standards help ensure healthcare facilities are designed with elements that improve hygiene and cleanliness, making them safer for patients, workers, and visitors. This is especially important in hospitals, where the most serious infections can occur.

CSA Group led a study of seven newly constructed hospitals where design elements recommended under CSA Group standards were implemented. These design elements included installation of better designed hand washing sinks, more single patient rooms to keep patients separated, and proper disposal of human waste. The data from this study showed an overall improvement in infection rates. These changes resulted in significant improvement for two of the most serious infections: C. difficile and staph infections resistant to antibiotics.

Lower infection rates in healthcare facilities are improving health outcomes, preserving life, and instilling confidence among Canadians using and visiting hospitals. This is another example of where our standards are actively contributing to the health and well-being of Canadians.

Helping save lives

9% decline
Between 2014 and 2020 the crude rate of healthcare-associated infections in Canada dropped by 9%.

Infections with notable downward trends:
- pneumonia
- post-procedural infections
- c. difficile
- urinary tract infections
- methicillin-resistant staphylococcus aureus (MRSA) infections

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Medical Device Reprocessing

CSA Group’s medical device reprocessing standard helps ensure that reusable medical devices are sterile and safe for patient use. This is essential for maintaining patient safety and lessening the risk of healthcare-associated infections.

Reprocessing and reusing medical equipment is an alternative to single-use devices, helping to reduce overall healthcare costs by making more efficient use of resources.

There has been significant use of the standard by larger healthcare facilities across Canada since it was published. As part of our commitment to continuous improvement, we have updated the standard to fill the gaps in smaller healthcare settings, and for specific occupations and environments where medical device reprocessing is practiced.
Making Workplaces Safer:
Lowering the Risk of Workplace Injuries

Each day, millions of Canadians head to work — a routine that is woven into the fabric of their lives. When companies prioritize employee safety, workers feel confident they will return home safely at the end of the day.

CSA standards help make workplaces safer. Hundreds of CSA Group occupational and health safety standards are referenced by industry and government in business practices, regulation, and legislation, contributing to an overall decrease in workplace accidents and injury claims.

In fact, injuries and lost time claims decreased by 33% between 2000 and 2020. This decrease translates into the prevention of some 393,000 workplace incidents every year.3

Occupational health and safety legislation that uses updated, evidence-informed and relevant standards does more than promote safer workplaces, it creates greater efficiencies, increasing overall productivity across the economy.


Electrical Safety

CSA Group develops and maintains Canada’s National Standard on Workplace Electrical Safety. The standard includes more than 1,000 references in legislation and industry practices. Every province and territory in Canada has adopted the standard and it is used every day by industry.

The standard has contributed to a reduction in electrical-related injuries and incidents, 78% of which occur on the job.

The decrease in electrical-related incidents correlates with increased references to CSA standards for electrical product, equipment, and installation safety.

In 2018, one out of every five incidents (22%) were caused by faulty equipment. In 2021, this number dropped to just 5%.
Protecting our Environment: Improving Our Efficiency

CSA standards have played a significant role in helping to protect and sustain our environment. We have done this through the development of standards for energy efficiency to support lower energy consumption, and through electrical standards.

Canadians are feeling pressure to lessen their environmental footprint and opt for more sustainable and energy-efficient products and lifestyles.

Companies are answering that call by developing improved building materials and producing more efficient appliances to help conserve water and electricity. Additionally, commercial businesses are retrofitting their offices, warehouses, and workspaces to be energy efficient.

Although commercial building sizes have grown, data shows that energy intensity has consistently trended downward. This means that even though buildings are larger than they were two decades ago, they are using much less energy per square metre of space. This speaks to the improved energy efficiency of electrical components and auxiliary equipment — all addressed through CSA standards.

Canadians are also lowering their energy consumption at home. Between 2000 and 2016, the energy consumption of everyday appliances like clothes washers, freezers, and refrigerators trended steadily downward. CSA standards played a direct role, setting the bar high for more energy efficient household appliances.6

Helping protect the environment

Overall average electrical appliance unit electricity consumption (UEC) decreased by 44%6

Between 2011 and 2019, the average daily residential use of water per capita in Canada decreased 14%7

6 Natural Resources Canada. 2000-2021. Table 48 - Average annual UEC of major household appliances, 2000 - 2021 (kWh/yr).
7 Statistics Canada. Table 38-10-0271-01 Potable water use by sector and average daily use.
Water Conservation

There is a growing sense of urgency among Canadians to better manage resources. More and more Canadians are embracing sustainability in their homes, including finding more ways to conserve water.

CSA Group’s 124 standards for plumbing products and materials are applied to the construction of new homes. Existing homes can also be retrofitted with more efficient parts and products, like low-flow showerheads and toilets that use less water per flush.

The standards contributed to a 14% decrease in the average daily residential use of water per capita in Canada between 2011 and 2019.⁴ This is an important trend, as according to Statistics Canada, residential use accounted for half (52%) of the average daily total of all water use per capita in 2019.⁷
As a standards development organization, we are committed to a journey of continuous improvement.

We are on an ongoing quest to find new evidence, technologies, and tools to enhance our understanding of the impact our standards are having on society, as well as new and different areas that would benefit from greater standardization.

Technology, paired with new data and analytical tools, has allowed us to see where our current standards are being used and affecting change. It has also given us a better understanding of their impact on the lives of Canadians.

Understanding this impact will help standards development committees to determine how future standards should evolve to better achieve the intended objectives. It will inform Canadians on the impact CSA standards deliver. And it will drive our mandate of holding the future to a higher standard.
Together, we are holding the future to a higher standard.
Standards Research, Development, Education and Advocacy

With the continued support of our members, 2023 was a very successful year for our organization. In addition to updating existing and developing new standards in our traditional sectors, this year, we began the development of standards in two new sectors – transit and agri-food. Through the development of standards solutions in both these areas, we aim to contribute to the growth and sustainability of these sectors, while promoting the safety and well-being of Canadians. We continue to explore other sectors of the Canadian economy to identify where standards could be beneficial.

Strategic investment in standards development, advocacy, and digital innovation has allowed us to grow our reach, influence, and impact:

- **Strategic development** has expanded and diversified our membership and standards portfolio, extending our reach to the transit and agri-food sectors.
- **Advocacy** has resulted in meaningful engagement with Canada’s public policy community, influence of new policy pathways, and increased access to funding to ensure greater access to our standards.
- **Digital innovation** has given us the ability to measure the impact of our work, to operate more efficiently, and to continuously improve standards implementation with more accessible, bilingual, and value-add solutions.
Here are some of our achievements this year:

- **27** research reports that informed new standards work
- **7** public policy papers published and **2** policy talks events hosted
- **418** standards published, including **55** new standards topics
- **92** education courses and **70** support tools delivered
- **+1,100** new members onboarded to maintain a healthy and growing membership base of **11,263** members
- **+130 million** media impressions
  - Promotion of CSA Group standards with more than **130 million media impressions** across numerous media channels, including mainstream Canadian media outlets such as the Toronto Star, The Globe and Mail, City News (radio) and BNN Bloomberg (Canada)
Our Standards Research program continues to support the advancement of both existing and future CSA standards work to benefit health, safety and the environment. The Standards Research program supports activities that:

- Focus on new and emerging areas with the potential to impact safety, health, the environment and the economy with a goal of exploring the potential for new standards-based solutions
- Support the development of future standards by providing valuable information and insights that our technical committees can use to strengthen and expedite the development of standards
- Provide interim guidance to industries on the development and adoption of new technologies

Some of this year’s notable research reports covered the topics of:

1. Managing Flooding and Erosion at the Watershed-scale
2. Exploring Circular Strategies to Extend the Life of Existing Buildings
3. Advanced Classification of Hydrogen: Life Cycle Assessment and Beyond
4. Climate Change Adaptation for Natural Gas and Propane Installations
5. Hydrogen Storage and Transport Beyond Pipelines
6. Electrification of Paramedic Emergency Vehicles in Canada

More details on our research program and reports can be found at [www.csagroup.org/standards/standards-research/](http://www.csagroup.org/standards/standards-research/).
Standards Development

This year, thanks to the commitment and contributions of our members, we completed updates to hundreds of standards and added many new standards to CSA’s portfolio. Of the new standards solutions published this year, many address the topics of health and wellness, climate resiliency, transportation electrification and construction and infrastructure.

CSA Z8005, Special requirements for digital infrastructure and digital healthcare technologies in Canadian healthcare facilities

This standard provides a framework for the planning, design, and implementation of foundational digital infrastructure to support current and future healthcare data and technologies used in health care facilities. It addresses common integration requirements within the healthcare facility and opportunities across the continuum of care. It is intended to assist in determining foundational investments that will improve efficacy in care delivery across a spectrum of healthcare facilities, while prioritizing the safety, security and privacy of both patients and staff.

CSA/ANSI R118, CarbonStar®: Concrete carbon intensity quantification and verification

This standard provides minimum requirements and recommendations for the quantification and verification of the carbon intensity in a unit of concrete, including any carbon that is permanently sequestered during the production of the concrete and/or its input materials.
In 2023 we completed updates to hundreds of standards and added many new standards to CSA’s portfolio.

**CSA W218:23, Specifications for natural asset inventories**

This standard sets a basis for the consistency of natural assets inventories across the country to help municipalities better understand the location and condition of their natural assets. It can help local governments looking to begin accounting for their natural assets while also providing consultants and practitioners with best practices to apply in their work.

**CSA C810, Energy efficiency and test methodology for electric vehicle supply equipment (EVSE) for direct current fast charging (DCFC)**

This standard specifies a test method for calculating the energy efficiency of electric vehicle supply equipment (EVSE) for direct current fast charging (DCFC) across a full range of load conditions.

**CSA EXP150.1:23, Guidelines for connected and automated vehicles: Digital infrastructure**

This standard provides guidance for manufacturers, infrastructure owners, operators, regulators, and other transportation organizations engaged in specifying digital infrastructure, helping them better prepare roadways for the introduction of CAVs across North America.
In addition to our portfolio of existing standards, last year, we identified the transit and the agri-food sectors as promising areas within the Canadian economy where CSA standards could yield substantial benefits. Subsequently, we have made significant strides launching a range of standards development projects grounded in our research findings, hosting workshops focused on a diverse array of topics, and deepening relationships with affected parties.

**Transit**

The rapid expansion of Canada’s transit sector has prompted the start of numerous new standards development projects focusing on supporting deployment of zero-emissions vehicles, accessibility and inclusivity, climate change adaptation and resilience, and safety management systems.

**Agri-food**

Canada’s agri-food sector is undergoing significant transformation, driven by vast expanses of fertile land, diverse climates, and a commitment to sustainable agricultural practices. CSA is committed to supporting this transition through standardization. We have launched research and standards development initiatives in areas such as biosecurity and greenhouse robotics, data management, cybersecurity, regenerative agriculture, genomics, biostimulants, and food loss and waste.
Education

To improve the access to and usability of our standards, we continue to find new and innovative ways to support real-world standards usage. In addition to our already substantial training catalogue, last year, we launched new Standards Support Tools – tools designed to provide support when standards users need additional guidance to be productive, confident and efficient in applying standards on the job.

This year, the Education team added to our suite of complementary educational tools by introducing new resources focused on the construction and infrastructure sector:

1. Modular Construction – Seven support tools were published to support the use of three standards: CSA Z250:21, CSA Z252:23, CSA A277-16 (R2021). The tools provide guidance around site access and safety, preparing for final inspection, logistics planning and risk mitigation.

2. Boiler, pressure vessel and piping code (CSA B51:19) – Two support tools were published to support understanding and registration of pressure vessels versus a category H fitting.

3. Window, door, and skylight installation (CSA A440.4:10) – Five support tools were developed to help support the use of the standard for window installation.

In addition to the standards support tools, 44 products and modules were developed to support the 2024 edition of the Canadian Electrical Code including an overview of changes course, a code essentials course, a handbook, and a reference guide.

**44 products and modules**

were developed to support the 2024 edition of the Canadian Electrical Code.

**43 additional training products and webinars**

were also launched, focusing on topics such as medical device reprocessing, workplace electrical safety, pipeline training, and hydrogen and electric vehicle training.
CSA Group standards help charge the move toward electric transportation

Electrification of transportation is critical for achieving Canada’s goals for greenhouse gas emissions reduction. With gas prices going up, more and more Canadians are exploring electric and hybrid car options. This interest is further fueled by the federal government’s mandate of 100% zero-emission vehicle sales by 2035. As a result, the number of electric vehicles (EVs) on our roads is growing steadily. While the transition to electric mobility is widely viewed as a positive development, it also brings some challenges – adoption of electric vehicles depends on reliable, fast-charging options and power generation and electrical infrastructure will need to accommodate electric vehicles.

Standards have a role to play in Canada’s electric transportation system by:

- Helping ensure safety of electric vehicle fast chargers
- Helping adapt electrical infrastructure in buildings for electric vehicles
- Developing a systemic approach to integrating electric vehicles

Read more to find out how standards are helping deliver this vital work.
Advocacy

While CSA Group has been a leader in Canadian standards development for more than 100 years, we have been broadening our reach through our advocacy program and promoting standards as an effective tool for implementing public policy. Our Government Relations team is active at the federal, provincial/territorial and municipal levels, promoting the value of CSA standards, and our CSA Public Policy Centre continues to support these efforts by offering policy perspectives and analysis on complex issues where standards could help contribute to positive change in Canada.

To further the conversation on key policy areas, the CSA Public Policy Centre hosted two Policy Talks events for the broader public policy community, advocates and decision makers. In June, the Centre hosted *Bold Ideas for Toronto* – a discussion of issues shaping Toronto’s future in advance of the city’s mayoral election campaign – as well as *Securing a Disability Inclusive Future* – a discussion hosted in Ottawa in November focused on the future of disability inclusion in Canada.

Panelists L-R (in Ottawa): Stephanie Cadieux (Canada’s Chief Accessibility Officer), Sarah McCarthy (Rick Hansen Foundation), Andrea Podruski (Accessibility Standards Canada), Sherri Torjman (Social Policy Advisor), Sunil Johal (VP, Public Policy, CSA Group)
Since launching last year, the Centre has continued to demonstrate the connection between standards and effective public policy pathways through its seven new public policy papers.
CSA Group continues to actively promote and advocate for standards across different media outlets and through events. We have created guides, infographics, and fact sheets in support of targeted outreach campaigns for government and industry decision makers. We have secured over 130 million impressions, to raise awareness and promote the use of our standards. Our proactive media outreach has resulted in extensive positive press coverage, in both mainstream media such as The Globe and Mail, Toronto Star, and City News, and industry publications such as OHS Canada, Municipal World, and Environmental Journal, supporting our broader advocacy and allowing us to promote the positive effect our standards have on society.
More than six million Canadians live with a disability. In everyday life, they may have fewer options when accessing transportation services, communicating with others, or interacting with aspects of the built environment. Accessibility is generally recognized as an important element of architectural design practice. Incorporating accessibility principles helps ensure that people with disabilities can have the same experience as any other person, whether in a public venue or at home.

Over the past two decades, municipalities, provinces, and territories across the country have developed various policies aiming to improve accessibility of public buildings and spaces, as well as dwellings. CSA Group standards solutions support these efforts, helping Canada reach its goal of becoming a barrier-free country by 2040.

Our standards, research and educational tools are helping to reduce barriers and build a better, more accessible Canada. Find out how.
Standards’ Digital Future

Technology can play a key role in advancing standards by improving transparency of our standards solutions, by broadening opportunities for the public and standards users to engage with standards content, and by enhancing our member experience throughout the development process.

Standards development is a rigorous, evidence-informed, collaborative process, but it also has inherent limitations such as human bias, the capacity of volunteer resources, and the time-consuming nature of consensus-building. Expectations are growing on all fronts (regulators, consumers, accreditation bodies), for faster, more inclusive standards development processes and outcomes.

To address these expectations, CSA is working to automate manual tasks, drive operational efficiencies, and support standards development processes and solutions by leveraging the power of AI (artificial intelligence).
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This past year we launched ‘Standards Assistant’ – an internal AI tool that provides CSA staff and members with quick access to information including trends and references applicable to their standards projects. This tool will help transform our standards development process by significantly improving operational efficiencies, allowing users to:

- Scan vast amounts of data within verified data sets (national and international standards catalogues, peer-reviewed research and thought papers, CSA research and policy papers, Canadian law)
- Sort through verified sources for input into standards and create a first draft for use by committee members to help get started in their standards development

This work is just the first step in a journey – we plan to further leverage AI to improve the quality of our standards offerings and services, with enhanced capacity to deliver accessible, multi-lingual, and inclusive standards solutions.
Our employees and members continue to work closely together to advance our mission - and our Testing, Inspection and Certification (TIC) subsidiary continues to be an essential service provider for manufacturers around the globe seeking to demonstrate that their new and existing products operate safely and efficiently. This year, both our Standards organization and our TIC business achieved outstanding results and TIC’s strong financial results will continue to help support the growth and development of our Standards organization.
Our employees and members continue to work closely together to advance our mission.
Continued Investment in Testing, Inspection and Certification

Our TIC subsidiary serves as a key source of funding for our Standards organization and we continue to make important capital investments in this business to ensure its future growth and success.

Last year, we opened a new Distributed Energy Resource lab in Cleveland specializing in energy storage and microgrids, giving us greater capability and capacity to pursue opportunities in these growing markets. This lab and our team of energy storage specialists are incredibly busy, with customer demand increasing in this field.

This spring, we also opened the final phase of our European headquarters in Plattling, Germany. With this opening, CSA Group now operates one of the world’s largest electromagnetic compatibility (EMC) testing facilities. We have also invested in EMC labs in Singapore, China and Korea to ensure we can support our customers locally around the globe.

We also continue to invest in global markets and will soon be opening new labs in Malaysia, Vietnam and Thailand.

Investments like these position CSA Group’s TIC business to continue to grow and deliver world-class service to our TIC customers and expand our reach into many new and rapidly growing technology sectors.

Employee Engagement

CSA Group employees are actively committed to our mission and the achievement of our business goals. Each year, we measure engagement through a global employee engagement survey. Participation in these surveys is high and our survey results typically place CSA Group in the top quartile for employee engagement in similarly sized global organizations – a result we are all very proud of.

Not only do our survey results show that our employees value the programs and supports we provide to them and their families, but CSA Group continues to be recognized externally. This year, we were named a GTA (Greater Toronto Area) Top Employer for the eighth year straight.

Feedback from employees is an essential element of our success. We listen, seek to understand and then respond. We gather feedback continuously, formally and informally, to help make CSA Group better for our employees, our stakeholders and our customers. It is a formula that works and one we are committed to continuing.
We continue to invest in global markets and will soon be opening new labs in Malaysia, Vietnam and Thailand.

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Diversity, Equity & Inclusion (DEI)

As a global organization dedicated to safety, social good and sustainability, CSA Group believes that the best way to accomplish our important work is by representing the interests of all people, internally and externally.

This year, CSA Group continued to work towards established DEI commitments by focusing on reducing bias in our policies, programs and systems while creating safe and supportive spaces for employees to increase a sense of connection and belonging. Increased awareness and education continued to be a critical backbone of the program focusing on but not limited to 2SLGTBQIA+, BIPOC, women, and mental health.

This year launched our third Employee Resource Group (ERG) – Pride – to recognize, celebrate and support the 2SLGTBQIA+ community. Our first two ERGs – the Women’s Empowerment Network and our Parents and Caregivers Network – have been welcomed by employees with active participation in each. It is anticipated that more ERGS will naturally begin to form as employees recognize the opportunities for global employee connection and to further support an inclusive organization for all employees.

Health, Safety, Security and Environment

At CSA Group, Health, Safety, Security, and Environment (HSSE) is an integral part of our culture. In 2019, CSA Group was registered to two globally recognized standards – the occupational health and safety management system standard, ISO 45001:2018, and the environmental management system standard, ISO 14001:2015. These registrations have ensured we have a global framework to proactively manage and improve HSSE and we are proud of our organization's commitment to maintaining these registrations.

Our commitment to safety is not just about physical safety. CSA Group is committed to fostering the psychological safety of employees as well, because we know that mental wellbeing is a fundamental part of overall wellbeing. Last year, we launched the Mental-Health Ambassador Program (MAP). This volunteer program trains employees to become Mental-Health Ambassadors – points of contact in our organization who can assist employees in need of mental-health support, open the lines of communication around this often-stigmatized topic, and improve the experience of accessing CSA's portfolio of mental-health resources. We now have more than 70 Mental Health Ambassadors supporting employees globally by increasing awareness, reducing stigma and guiding employees to key mental health tools and resources.
Environmental, Social and Governance

CSA Group's purpose, mission and culture are firmly rooted in Environmental, Social and Governance (ESG) principles. We have been evolving our activities in these areas for many years. In 2023, we formalized our ESG program using select aspects of various frameworks and initiatives, including the Global Reporting Initiative (GRI), a globally recognized and mature ESG reporting standards framework. In addition, we have aligned our Standards efforts with the UN Sustainable Development Goals (SDGs) supporting the principles of sustainable progress alongside our dedication to safety, social good and sustainability.
Our ESG framework has four pillars:

Our Influence

The mission of CSA Group’s Standards organization is to improve the health, safety, sustainability, and economic efficiency of Canadians through standards research, development, education, and advocacy. Our global commercial subsidiary provides testing, inspection and certification services that enable manufacturers to ensure compliance with applicable safety, environmental and operating performance standards around the world.

Our Governance

CSA embraces strong governance practices to ensure we are working to achieve our mission, the health of the organization, and are properly representing our members and interested parties.

- Ensure the proper governance and oversight practices are in place to secure the future of the organization and our ability to fulfill our mission.
- Play a leadership role in markets with our conduct and oversight practices.
- Monitor the success of our policies and practices.
- Ongoing review and monitoring of process for continuous improvement.

Our Footprint

CSA Group strives to minimize the environmental footprint of its operations. This includes strategies to reduce:

- Resource use (e.g., energy, water efficiency).
- The amount and concentration of wastes and emissions.
- The impact of the organization's operations on nature.

Our People & Communities

CSA takes care of the people and communities it impacts through:

- Creating psychologically and physically safe work environments.
- Continuously engaging with employees and surrounding communities.
- Actively removing barriers to equitable opportunities.
Our Influence

Our society is facing many challenges, from climate change and the need for clean energy to advancing healthcare and supporting an aging population. CSA’s Standards organization aims to help address these issues through research, policy, and standards development. However, development of standards is just the first step. To be truly impactful, they must be referenced into legislation.

- Our research has shown that 80% of our standards support one or more of the UN’s Sustainable Development Goals (SDGs). We know that if our standards are adopted by industry and incorporated into legislation, they will have positive social impact in various sectors and spheres including health, safety, and climate change mitigation.

- As covered in The Impact of Standards section of this report, through a process validated by external academic institutions, we determined that 80% of CSA standards are referenced in legislation and regulation and by industry as best practice.

Our Footprint

As part of our existing global ISO 14001 registration, CSA Group has a formal program in place to monitor and manage our environmental impact, including an annual emissions assessment. Integrated with our ISO 45001 certification for occupational health and safety, our global health, safety, security, and environment (HSSE) program focuses on addressing the operational-level environmental commitments and creates a foundation for our forward-looking goals related to greenhouse gas emissions.

Our People & Communities

Dedicated to employee wellbeing, CSA Group has a mature health, safety, security and environmental (HSSE) program registered to ISO 45001 and focused on sustaining a physically and psychologically safe work environment across our global operations. With a strong focus on creating safe and supportive spaces for our employees, our diversity, equity and inclusion (DEI) program has encouraged our employees to contribute to the organization in an open, transparent,
and authentic way. We have had success in supporting the diverse needs of our employees using a range of mental health and wellbeing resources. Recognizing that career development and growth are also important, our robust offerings in learning and development support the career journey of our employees through our work in the CSA Academy.

Collectively, our programs help support a high level of engagement among our employees. Our annual employee engagement surveys generally place CSA Group in the top quartile of global employers for similar sized organizations.

CSA is committed to retaining passionate, diverse, engaged, and healthy employees. From employee well-being to career growth and development, we continuously engage with employees to learn about, and address, their needs, while actively seeking out and removing barriers to engagement.

Just as we support our employees, our global teams continually demonstrate their commitment to supporting neighbours in their local communities. In Canada, our employees give generously each year though our annual United Way campaign, and employee committees in our global locations are active in a wide variety of causes.

Our Governance

For over 100 years, CSA Group has operated with a strong commitment to quality and integrity. Our continued success depends on our ability to maintain our reputation and protect the integrity of our brand. To remain focused on achieving our mission, we embrace strong governance to monitor ongoing operations, and to ensure that we are properly engaging our members and other stakeholders.

CSA Group's Board of Directors has oversight of our ESG commitments, and our employees play a key role in our success by upholding our values. Through robust guidelines, such as our employee Code of Conduct and our Responsible Sourcing program, we help ensure our business activities meet the highest ethical standards.

For complete details of our ESG program and progress, please refer to our ESG Report which can be found [here](#).
Priorities for the Year Ahead

With much achieved in 2023/24, the coming year will be just as exciting, as we continue to advance our strategy and fulfill our mission. We remain committed to the four pillars of our standards mission – Standards Development, Research, Education and Advocacy – and will continue to invest in these areas.
Standards Development

As we continue to grow our standards development activities in existing sectors and seek to address opportunities where standards may be beneficial across new sectors, we will prioritize digital innovation to leverage the power of AI. This will help to improve operational efficiency, speed the standards development process, improve member engagement, and make standards more user-friendly in practice.

Research

Our research program will continue to expand to support new sectors and the work of the CSA Public Policy Centre. The team will also work to continue growing standards literacy within academic institutions by forging strong ties with major Canadian universities, colleges, and research centres. Our goal is to not only improve understanding of the important role standards play in society, but to also encourage those in higher education to consider contributing to standards development in the future.

Education

The coming year will see additional investment in broadening our standards education offerings to meet the growing demand for upskilling in the Canadian job market. Specifically, we will focus on three key areas:

1. Developing of a suite of shorter, targeted courses and integrated tests focused on job tasks where standards are used.
2. Helping interested parties address workforce shortages by applying standards in key roles.
3. Collaborating with academia and industry to promote the use and application of standards.

Advocacy

Through our advocacy programs – government relations, marketing and communications, and public policy – we will continue to seek and accelerate standards solutions for policy issues that would benefit from our neutral, research-driven process. We will continue to work with government, industry, academia and the broader community, and will measure and communicate the impact of our work to strengthen regulatory and industry adoption of our standards. Ongoing progress will be reported in the Impact of Standards section of our Annual Report.
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CSA Group is a global organization dedicated to safety, social good and sustainability. We are a leader in North American standards development and in product testing, inspection and certification around the world. Our mandate is to hold the future to a higher standard.