

# Perspectives

## CSA's 2004 Annual Conference

### Focus on Health Care and Public Safety

In the past year, we've been startled by the headlines: SARS. Security threats. Mad Cow. Contaminated food, water, medical equipment. These issues have put lives at risk, disrupted businesses and strained our public infrastructure. Together, they've put health care and public safety at the top of the agenda for government, industry and society.

For these reasons, **health care** and **public safety** will headline CSA's agenda at the 2004 Annual Conference. From June 13-15, policy experts, government representatives, business leaders and other important stakeholders will assemble in Charlevoix, Québec to discuss the issues and explore opportunities for advancing solutions in health and safety.

The 2004 program will include a keynote address by Peter Mansbridge, Chief Correspondent of CBC Television News and anchor of the nightly news program *The National*. Known for providing comprehensive coverage of the most significant stories in Canada and around the world, Mr. Mansbridge will share his views on the role and responsibilities of media in communicating today's critical issues. Keynote speaker Dr. Gilles Lapointe, host of *Allô Docteur*,

popular Québec radio and television personality, will provide entertaining advice on healthy living and coping with stress.

Other speakers will include Dr. James Young, Chief Coroner and Commissioner of Public Security for Ontario, who will discuss the challenges of preparing for public health and safety crises, including natural disasters and terrorist attacks; Dr. Robert Conn, President and CEO of SMARTRISK, who will address how to identify, manage and alleviate risks we cannot avoid. Julia Hill, Director General of the Biologics and Genetic Therapies Directorate at Health Canada will discuss the partnership that enabled Health Canada and CSA to create innovative solutions unmatched by the rest of the world. And Maureen Shaw, President and CEO, Industrial Accident Prevention Association (IAPA) will demonstrate how management systems, corporate responsibility and standards solutions can be integrated into a powerful force for occupational health and safety.

Visit <http://annualconference.csa.ca> to learn more about our speakers and the 2004 conference.



## High Scores in Member Satisfaction

According to the latest annual survey conducted by an independent research firm, member satisfaction numbers continue to climb. Overall satisfaction among committee members stood at 96 per cent compared with 92 per cent last year. What's more, there was a 39 per cent increase in the number of members who responded to the survey.

"We're grateful that so many members took the time to tell us how we're meeting their needs," says John Maheu, Director, Operations Quality Assurance.

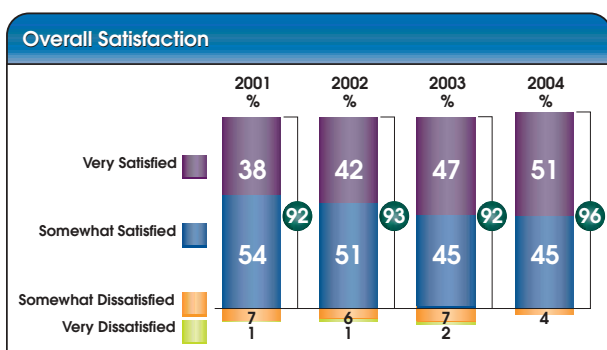
Satisfaction among sustaining members also rose to a high of 94 percent this year.

The results show an increase in satisfaction over a wide range of service attributes affecting timeliness, quality and management of projects.

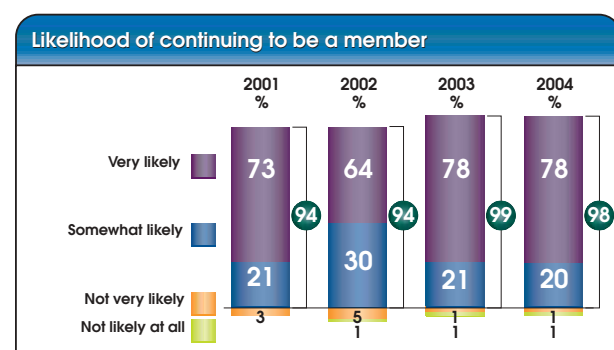
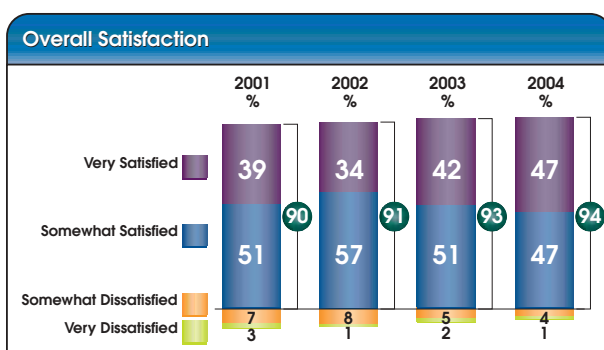
"Of course we can't rest on our laurels," adds Mr. Maheu. "Members have also identified areas where we need to improve, like time to publication, and we will continue to concentrate on these areas to better meet our members' expectations."

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### Committee Members



### Sustaining Members



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# Advancing Green Power

Long before the Kyoto Accord, before talk of climate change and greenhouse gases, CSA members were hard at work on standards related to green technology. So perhaps it's not surprising that at one of five recent workshops, coordinated by Pollution Probe and Summerhill Group in cooperation with Canada's leading energy companies and governments, CSA's work was front and centre.

John Walter, Senior Director, Standards Development, outlined the role of standards in advancing green power to an audience of government representatives, policy experts, potential investors, developers, marketers and other industry stakeholders in Calgary, February 9.

He referred to CSA's early involvement in performance and energy efficiency standards, and expanding work in renewable energy technologies – such as wind turbines, solar photovoltaics and earth energy systems – and in

distributed generation systems, including standards for the electrical interconnection of renewable energy.

“Standards and related certification programs create a framework of consistent rules and applications, thereby encouraging innovations while assuring certain levels of safety and performance,” he said. “They help create consistency, uniformity and interchangeability that can foster market acceptance.”

He cited CSA's inclusive process and consensus approach to standards development as a model of collaboration that can be used to influence public policy. “The process has made standards a credible alternative and complement to regulations,” he said. “In fact, regulators take an active role in developing standards, and the process assures them that the standard is created by all appropriate parties, in a way that is fair, open, equitable and rigorous.”

# Setting The Pace in the Fuel Cell Industry

“Fuel cell technology will have far-reaching implications for people and business, ultimately improving the environment and our quality of life,” says Spencer Grieco, Vice President, Standards, CSA America.

With more than a decade of proven experience in providing solutions for the fuel cell industry, CSA's recognized leadership in the field has been well earned – and recently extended.

CSA America has published the first in a new series of 15 leading-edge standards being developed for fuel cells global usage. *ANSI/CSA America FC 1-2004, Stationary Fuel Cell Power Systems* will benefit the industry by covering fuel cells for use with a wide range of fuels and power outlets. It supercedes the previous *ANSI Z21.83-1998 Fuel Cell Power Plants* standard, also developed by CSA America, which set the very first known standards for the industry.

CSA America was recently chosen by the U.S. Department of Energy, National Renewable Energy Laboratory (NREL) to lead development of standards for Hydrogen Gas Dispensing Systems and Pressure Relief Devices for use on Hydrogen Fuel Containers. CSA America will also provide technical support to standards developers working in other areas of fuel cell and hydrogen technologies.

Given Canada's Kyoto and climate change initiatives, similar urgency exists in Canada.



“We have as much Canadian as U.S. participation in this development work,” says Spencer. “We want to assure that standards do not present any market barriers to the adoption of new technologies.”

Towards that end, CSA America serves as the U.S. Technical Advisory Group (TAG) Administrator to the International Electrotechnical Commission's (IEC) Technical Committee (TC) 105, Fuel Cell Technologies. It is also working with the International Organization for Standardization (ISO) to help develop an ISO standard for hydrogen generators using fuel-processing technologies.

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## Watch for CSA at OH&S conferences

As the premiere organization in North America for occupational health and safety standards, CSA offers more than 100 related standards, seminars and workshops.

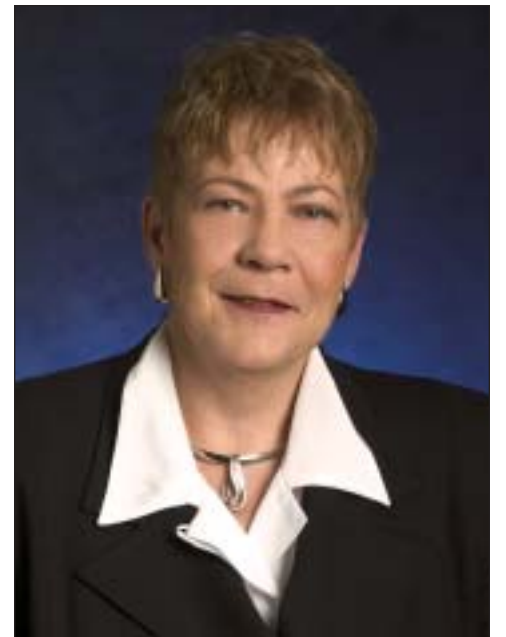
In the coming weeks, CSA will be showcased at two upcoming trade shows:

- Health and Safety 2004: Industrial Accident Prevention Association (IAPA) Conference and Trade Show, April 26 to 28 at the Metro Toronto Convention Centre.

- Pulp and Paper Health and Safety Conference 2004, May 4 to 6 at the Sheraton Centre, Toronto.

“These conferences present good opportunities to network with occupational health and safety professionals and promote the standards solutions developed by our members,” says Brian Weir, Program Manager for the OH&S Program, Standards Division.

# Shaping Solutions for Arctic Gas



**Pat Keindel, President, Standards, CSA**

As construction on the first Arctic gas pipeline approaches, issues such as aboriginal land claims and pipeline regulatory challenges remain to be resolved. What role might standards solutions play in helping serve the interests of both people and business?

That was the question answered by Pat Keindel, President, Standards, CSA, at the 4th Annual Arctic Gas Symposium on March 9, as she challenged leaders from government, industry and aboriginal groups with a new way of thinking about standards solutions.

“We have worked together to improve safety and performance and saved the industry millions of dollars,” she said, “but there's room to do more.”

“With respect to landowner relations, there's no question that pipeline companies face unique challenges. After all, pipe routes pass through communities, government-owned and aboriginal land,” she said. She cited CSA standards that set ground cover requirements for buried lines, as well as tools and resources that can be used to solicit public involvement. She also described the balanced-matrix approach, which “can and should be used as a model of collaboration for an infinite number of situations – including public involvement challenges.”

Urging the audience to work with CSA, she said, “You can leverage a wide range of solutions...and you can have a proactive role in developing the standards that guide and govern your industry.”

# The Standards Link in the Safety Chain

From helmets to barrier-free design to occupational safety equipment, CSA has a long history in helping make products, services and environments safer and accessible for everyone.

The role of standards in injury prevention took centre stage at the Canadian Injury Prevention and Safety Promotion Conference, held in Ottawa, November 23 to 25, 2003.

Mickey Milner, Director, Ontario Rehabilitation Technology Consortium, described the role of the CSA Strategic Steering Committee on Community Well-being, which he chairs, in raising awareness, changing behaviour, improving quality of life and promoting safety, independence and equal opportunity.

“To produce a good standard,” he said, “you need the right stakeholders: manufacturers, the medical

community, academia, public health, sport associations, consumers, government... And to effectively implement a standard, you need the support and commitment from stakeholders to use and create demand for the standard.”

Among other leading examples of standards, he referred to eye protection for hockey players and children’s playspaces and equipment.

Pat Keindel, President, Standards, CSA cited the usefulness of standards as an alternative or complement to regulations, and as the basis of third-party testing to ensure products meet recognized safety requirements.

“Standards are dynamic documents... responding to changing conditions,” she said. “The standards development process brings together all interested parties in a balanced and open way, and encourages

public review and input to help achieve increased levels of safety. Through the involvement of industry, regulators and users, consensus-based standards facilitate market acceptance.

“What I find exciting is there are plenty of opportunities to turn injury prevention evidence into action, right now,” she said. “Standards are very much on the radar screen of the Canadian government... Standards are picking up momentum with Health Canada and ... I am very encouraged that work is underway to develop a Canadian Injury Prevention Strategy.

“Collectively, we must ensure that standards are explicitly included among the strategies for achieving healthy public policy,” she added.

## Healthy Education

### *A Standard and Two New Seminars Help Health Care Facilities Control the Risk of Infection During Construction*

Construction, renovation and maintenance activities can disrupt any setting, but in a health care facility, they can cause potentially fatal infections in patients.

CSA’s recently released standard CAN/CSA Z317.13-03 *Infection Control during Construction or Renovation of Health Care Facilities* addresses virtually all aspects of facilities management within health care buildings, including measures to control the risk of infection.

The CSA Learning Centre has launched two related seminars. A one-day workshop helps health care Administrators, Facility Managers, Construction Personnel and others identified as part of the construction project team, understand the process requirements needed to ensure a strong infection control program during construction, renovation and day-to-day maintenance. It also covers risk factors and sources of construction-related infections, and identifies procedures and remedial infection control methods to control risks.

The second seminar is a two-day auditor training

course based on the standard CAN/CSA ISO 19011:2003 *Guidelines for Quality and/or Environmental Management Systems Auditing*. This course, designed as an in-depth follow-up to the one-day workshop, provides a comprehensive guide to

auditing the process to ensure compliance during construction and renovation activities.

For more information on these and other Learning Centre offerings, visit <http://learningcentre.csa.ca>



## Be Prepared!

Computer viruses. Chemical spills. Natural disasters. The list of potential threats to people and business seems to grow longer by the day. But thanks to the updated CAN/CSA Z731 *Emergency Preparedness and Response* standard, organizations can prepare for emergencies and plan responses to contain potential losses.

When first published in 1991 and updated in 1995, the standard focused on emergency planning for industrial accidents. By 2000, the committee had foreseen the need for, and begun work on, a document of much broader scope. Sept. 11, 2001 reinforced the need for essential guidance in

planning for virtually any emergency. The new standard applies to a wide variety of organizations beyond industrial facilities, such as financial institutions, business service providers and government.

The standard provides advice on planning, administration, training, resource utilization, auditing and other aspects of emergency preparedness and response.

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## CSA Reports Online

For the second consecutive year, CSA Group is delivering its annual report in an Online format. As one of many CSA electronic initiatives, the move to an Online only Report further demonstrates CSA’s proactive approach to business and its timeliness. Building on the success of last year’s award winning report, the CSA Group Annual Report 2003/04 will allow the visitor a unique and enjoyable experience while providing all pertinent information in a clear and concise manner.

CSA Group invites you to review the 2003/04 annual report, available June 3, 2004 at [www.csagroup-ar.org](http://www.csagroup-ar.org)

# Upcoming EVENTS 2004 SPRING & SUMMER



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 Spring and Summer

- Accident Investigation
- Safeguarding of Machinery (in collaboration with IAPA)
- 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
- Infection Control During Construction & Renovation of Healthcare Facilities
- QMI – The ISO 9001:2000 Training Series \*
- QMI – The OHSAS 18001 Training Series \*
- QMI – The ISO 14001 Training Series \*
- QMI – Medical Devices - ISO 13485:2003 - Essentials Course
- QMI – ISO 9001:2000 - Process Auditing Course \*
- QMI – ISO 9001:2000 – Customer Satisfaction \*

\* available in French and English

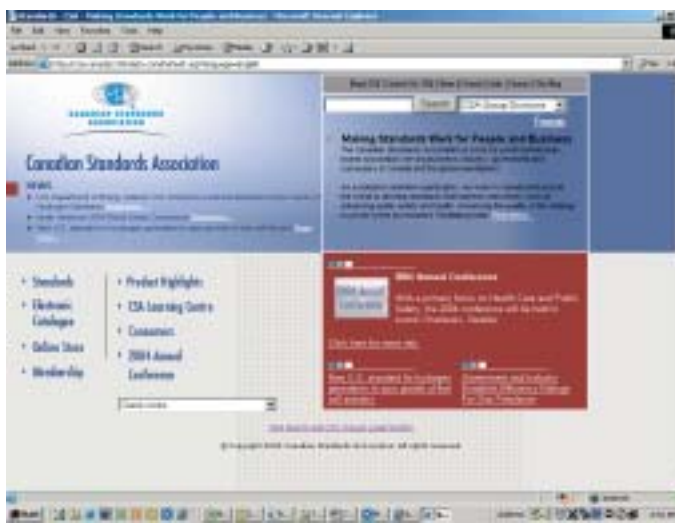
To register or obtain information about dates and locations, volume discounts, content, in-house training or other details please call (416) 747-4017 in the Toronto area or 1 800 463-6727 outside Toronto, email [seminars@csa.ca](mailto:seminars@csa.ca) or visit our Web site at <http://learningcentre.csa.ca>

## Online with CSA Refreshed CSA Web Sites and Online Store

The Canadian Standards Association Web site sports a new look - though the structure and navigation for the site will remain the same. The new design is fresh, clean and modern, with more prominent information on new standards, services, and initiatives.

In addition to [www.csa.ca](http://www.csa.ca), the new look also applies to other CSA Group Web sites - [www.csagroup.org](http://www.csagroup.org), [www.csa-international.org](http://www.csa-international.org), [www.csa-america.org](http://www.csa-america.org), [www.csa-europe.org](http://www.csa-europe.org), [www.csa-asia.org](http://www.csa-asia.org), and [www.qmi.com](http://www.qmi.com).

Launched in April and also new is the look and feel of the Canadian Standards Association's Online Store. Complete with updated navigational aids, improved graphic elements and additional content, the site will prove to be better, faster and easier. Please visit: <http://www.shopcsa.ca>



## CSA Catalogue Goes Electronic

To provide the most current information about standards and related information products in an easy-to-use format, the 2004 CSA Catalogue is now available electronically at [www.csa.ca](http://www.csa.ca).

Launched in late March, the electronic Catalogue is being updated with the newest standards and editions each month. The new format offers easy navigation, complete with bookmarks, tabs and links to the CSA Online Store. Users can download any or all of the sections they need.

The electronic Catalogue also meets the demand for this format as reflected in an e-mail poll of various CSA standards and certification customers and QMI customers earlier this year. The majority of respondents—96.7 per cent—preferred the electronic version to paper.

The paper 2004 CSA Catalogue was mailed to key contacts, including all CSA committee, sustaining and corporate sustaining members, in March. It will be updated four times a year.



## 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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