SAFETY SERVICES NOVA SCOTIA

ANNUAL REPORT 2018

STRATEGIC STATEMENT

OUR VISION

Your trusted partner recognized for putting the service into safety toward safer communities.

OUR PURPOSE

To provide quality safety solutions through passionate and highly skilled professionals and community engagement.

VALUES

➢ Client Focused

We are passionate about serving our clients and meeting their needs. We are committed to building long-term relationships that are mutually rewarding. We show respect to our clients, while demonstrating respect for one another.

➢ Invested in Community

As a non-profit organization we show responsibility by investing in community programs, which support a safer & healthier NS.

➢ Solution Based

We take the initiative and time to understand our clients' needs and design services that meet that need.

➢ Innovative

We are proactive, unique and cutting edge in our approach, often partnering with others to enhance our abilities.

➢ Quality Services

We recruit and retain passionate, highly skilled professionals to provide high quality services and demonstrate this through our ISO 9001:2008 Quality System.

➢ Collaborative

Ideas, opinions and input are encouraged from all stakeholders. We work as a team with our partners to provide the best safety services possible.

MESSAGE FROM THE CHAIR

Welcome to the 61st Annual General Meeting for Safety Services Nova Scotia (SSNS).

On behalf of the Board, I would like to thank all Members for their support over the year. This past year has proved to be another successful year as SSNS executes its strategic plan.

Contrary to my 2017 annual report 'message from the chair', I did remain on for a 3rd year as Chair, and very happily did so. In my final annual report as Chair (officially), I would like to express my appreciation for the people associated with SSNS and provide the Membership a sense of confidence in the SSNS organization and direction it has taken.

I became involved in SSNS because I truly wanted to be part of making Nova Scotia a safer place to work and live. I got involved with the Board over 10 years ago and although the Board has gone through changes in directors, stated visions and direction, I can honestly say the Members interests are well represented by the individuals on the Board and the staff of SSNS.

The Board consists of a group of volunteers committed to making a safer Nova Scotia. They are committed to continual innovation of programs and services to meet the changing needs of Nova Scotia, and also committed to the development of top tier subject matter expert instructors passionate about what they do. It has been an absolute pleasure working with such a committed, giving and professional group.

The SSNS staff have equally demonstrated a commitment and ability to execute the strategic direction elements, as demonstrated by their results. This is a motivated group, willing to change, adapt and set lofty goals toward the stated vision. I have enjoyed getting to know and working with staff members over the years and wish them continued success.

The Board in its entirety is committed to a safer Nova Scotia. There is full alignment in this regard. The Board members are working hard to ensure that SSNS operates fiscally responsibly and positions itself so that investment of surplus income back into the programs and communities it services is possible. The upcoming year will mark the first year, whereby SSNS will be investing surplus income back into the programs and communities it services. This is a vision we set out to achieve three years ago, and I am very proud to report on behalf of the Board that SSNS is well on a path now to invest surplus funds into programs and communities on an ongoing basis.

I would like to in particular thank Jackie Norman for her solid leadership over the years. Members can be confident that SSNS is under the direction and control of excellent leadership, and that the entire organization is aligned and engaged in the execution of SSNS stated strategies.

I wish Tanya Mailhot all the best as new Chair of SSNS. I have complete confidence she will continue and build on the success of SSNS in fulfilling its stated vision.

Thank you all for an incredible experience over the last number of years.

Sincerely,

David MacDonald, Chair

MESSAGE FROM THE PRESIDENT & CEO

A sustainable, successful financial model has ensured Safety Services is able to focus on what is important to us:

- Partnering toward safer communities, and
- Providing safety solutions through passionate and highly skilled professionals.

2018 proved to be a record year and this will allow us to invest back into our services and people.

While over 11,000 people participated in our courses in 2018, our reach goes much further in the community. Our influence is broad and our input sought out by regulators, corporate, the public and other not for profit organizations.

We continued to demonstrate leadership throughout Management System Advisory Committee which focused its work toward a successful audit in ISO quality standard 9001:2015. We are now working on the safety standard 45001:2018. We will be audited later this year. This work is improving operational aspects of our organization. The new version of the ISO standards have a focus on Risk Management and Client Satisfaction. I sincerely thank the staff that has participated over the last 2 years on this Committee: Lori Crews, Jerry Gushue, Stewart Sampson, Jon Stone, Joe Treen, Dakota Wallace and Alan Whitehead. Also, to all staff for embracing the work and for actively participating.

A new growth area has been partnering with other organizations to bid on tenders. A recent success meant bringing 5 other safety organizations together to offer all of the services the proponent was looking for. Collaborating is a focus and strength of ours. We believe in working with others to make safety happen!

When I reflect on all that was accomplished this year, I am grateful to the team at Safety Services Nova Scotia. Our highly skilled, professional and passionate instructors – almost 200 strong. A special thanks to the Senior Management Team: Ed, Jill, Joe and Mike! Our amazing Client Services Team; Dakota, Jenny and Ryan. Our awesome students; Drew and Jessica. And, last but most definitely not least our Motorcycle Mechanic and Chief Instructor Tony Fountain!

Lastly, the Board of Directors started a new level of strategic work and in 2018 lots of work has been accomplished on the Board Policies and Governance Processes. This has aligned with our Management System work and sets us up for a bright future. A great Board Team is in place and has been led by David MacDonald over the last 3 years…his direction on our strategic work plus his guidance in the areas of marketing and business development, will be missed but not forgotten!

Jackie A. Norman
President & CEO

SUMMARIZED FINANCIAL POSITION

STATEMENT OF FINANCIAL POSITION

	2018	2017
ASSETS		
Current	663,535	508,905
Capital	82,968	76,664
Fund	181,750	146,214
	928,253	731,783
LIABILITIES		
Current	370,500	334,663
Long Term	35,699	30,000
	406,199	364,663
NET ASSETS		
Unrestricted Fund	340,304	220,906
Restricted Fund	181,750	146,214
	522,054	367,120

FINANCIAL STATEMENT

	2018	2017
REVENUE		
Workplace Safety	368,562	374,037
Road Safety	343,334	288,259
Motorcycle Safety	815,982	780,053
Membership, Conference & Community	587,285	489,591
Firearms Safety	445,841	418,352
	2,561,004	2,350,292
EXPENSES		
Cost of Services	1,592,120	1,464,743
Business/Administration	495,763	519,624
Personnel	318,187	291,271
	2,406,070	2,275,638
NET	154,934	74,654

2018 BOARD OF DIRECTORS

Brad Doell, Nova Scotia Liquor Corporation

Carol Logan, Prince George Hotel

Carolyn Van Den Heuvel, Farm Safety Nova Scotia

David Carmichael, Michelin North America

David MacDonald (Chair), Seaboard Transport

Heather Wright, Scotia Recycling Group

Paul Collier, Acadian Seaplants

Robert Kay, The Shaw Group

Tanya Pulley Mailhot (Vice Chair), 3M Canada

2018 STAFF

Chelsea White (PR Student)

Dakota Wallace, Client Services

Drew Rahey (PR Student)

Ed Snow, Motorcycle Training Manager

Jackie Norman, President & CEO

Jenny Fountain, Client Services

Jill Schwartz, Finance & Office Manager

Joe Treen, Occupational Health & Safety Director

Mike Tops, IT & Program Manager

Ryan Toffoli, Firearms Coordinator

Tony Fountain, Motorcycle Mechanic & Chief Instructor

PROGRAM STATS 2018

DRIVER EDUCATION: 256 Students

DRIVER IMPROVEMENT: 1207 Students

FIREARMS SAFETY & HUNTER EDUCATION: 6711 Students

MOTORCYCLE TRAINING: 1669 Students

OCCUPATIONAL HEALTH & SAFETY: 2034 Students

MEMBERSHIP

MEMBERSHIP BENEFITS:

- Discounts up to 25% on services
- One free 30-minute consultation
- Exclusive networking opportunities
- OHS update subscription
- Right to vote at our Annual General Meeting
- Membership certificate and materials

RATES:

- 1-4 employees: $200
- 5-19 employees: $400
- 20-99 employees: $550
- 100+ employees: $650

COMMUNITY EVENTS

Workplace Health & Safety Conference, April 2018

Motorcycle Safety Awareness BBQ, May 2018

Michelin Bridgewater Family Day, June 2018

Devil's Half Acre Motorcycle Rally, June 2018

Winners of the School Bus Safety Campaign, November 2018

TRAINING

Leading Positive Change with Bonnie O'Toole

Forklift Training with Alan Whitehead

Mastering Effective Communication with Kathy Stanford

Ergonomics Training with Pam

Cannabis at Work Workshop with Nadine Wentzell

HSP designation graduate, Stephanie Minshull

Zoom Boom Training with Alan Whitehead