

TELUS Sourcing Solutions can be a valuable partner for your organization. We specialize in end-to-end business process services in the areas of compensation, benefits, pension, HR systems, recruitment, workforce analytics, occupational health and safety, and payroll. Working with TELUS Sourcing Solutions allows you to free up valuable resources to focus on your core business and develop the value-added services that position your organization as an employer of choice.

Our occupational health and safety (OH&S) team focuses on the interface between employees and the work environment. We cover the full spectrum of OH&S activities: determining hazards and risks of various jobs, defining fitness to work for new placements, providing appropriate orientation and training to ensure that employees know how to work safely, intervening when incidents occur to ensure appropriate medical follow-up for employees, and timely assessment of causes of injury.

Major OH&S services offered by TELUS Sourcing Solutions include:

- OH&S strategic planning
- Compliance gap analyses
- Program design
- OH&S system evaluation and auditing
- Occupational health clinical services (Pre-placement health assessments, immunizations)
- Disability management program development and implementation
- Ergonomic assessments
- Occupational hygiene services
- Hazard assessment and control
- OH&S training programs

a new approach

TELUS Sourcing Solutions takes a fresh approach to OH&S program development and implementation. Our work is based on sound, proven best practices, which are tailored to the culture and needs of your organization. Your employees and managers participate actively in all aspects of the process.

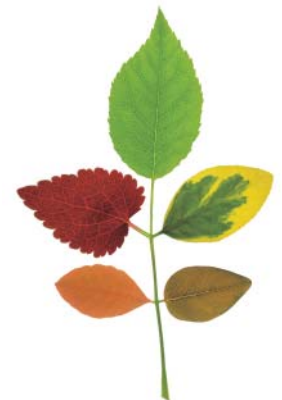
Our objective is to ensure that appropriate skills are developed in-house. In this way, your organization will maintain the systems and tools necessary for the on-going maintenance and evaluation of effective programs. This approach is key to the sustainability of programs and processes when faced with high staff turnover, growth of staff numbers, changing work requirements, and short-term budget processes.

TELUS Sourcing Solutions is experienced in identifying costs and benefits of program implementation, establishing goals and objectives, developing and implementing successful programs, and measuring outcomes.

valuable partner

TELUS Sourcing Solutions specializes in end-to-end business process services in the areas of compensation, benefits, pension, HR systems, recruitment, workforce analytics, occupational health and safety, and payroll. Our approach comprises:

- Partnering for delivery
- Empowering with information
- Transforming through innovation



OH&S and risk management

Employers are continually faced with the challenges of meeting the compliance requirements of new occupational health and safety legislation. Both federal and provincial legislation are evolving, placing ever more stringent requirements on employers to demonstrate due diligence in the protection of the health and safety of employees. The federal Bill C-45, passed in October 2003, holds employers criminally responsible for negligence causing harm to workers, and specifies accountabilities within the organization.

The costs of workplace injuries, illness, absenteeism, and low employee morale have a serious impact on the productivity and profitability of a company. A good occupational health and safety management system can reduce these costs. The OH&S services offered by TELUS Sourcing Solutions are a solid foundation for effective risk management.

Prevention activities are designed to prevent loss of productivity by reducing or eliminating the possibility of disabling and disruptive incidents. Safety services directed towards hazard assessment and control, health services focused on fitness to work and medical monitoring for potential exposures, and wellness programs promoting health and fitness are all important in preventing loss related to injury, illness and absenteeism.

Loss minimization activities are designed to reduce the loss once an incident occurs or safety hazard impacts productivity. Disability Management is a formalized and coordinated approach to assessing employee disabilities, planning and coordinating timely intervention, and evaluating outcomes. These processes facilitate employee recovery and attainment of best health, as well as early return to work. This approach is also a cost containment strategy.

Our OH&S services act as a catalyst for effective treatment and early return to work. The TELUS Sourcing Solutions approach to disability management includes transitional or modified duty return to work planning, case management for various types of disability, consistent contacts for the employee and the manager, utilization of safety expertise in job modification, and active involvement of the managers and co-workers in the return to work process.

Loss minimization also occurs when hazards are discovered that may impact employee health. TELUS Sourcing Solutions has recognized expertise in the discipline of occupational hygiene. Our experienced professionals assist in the timely monitoring of exposures and the formulations of effective recommendations for control measures to minimize exposure.

a clear advantage

The advantage of working with TELUS Sourcing Solutions stems from the comprehensive nature of our services and the integrated nature of our team.

TELUS Sourcing Solutions offers recognized expertise in health and safety, with highly qualified, well-respected professionals in all health and safety disciplines. In addition, our team is highly integrated, so we can take advantage of the synergies among our services. This is in contrast to the conventional approach, in which processes are disconnected and managed in a number of separate departments.

Our integrated approach maximizes the benefits of using safety and ergonomics experts to assist with job modification or to identify physical job requirements. It also takes advantage of the data relationships in developing cost-benefit assessments for prevention strategies.

the best for your business

TELUS Sourcing Solutions provides organizations with the latest human resource tools and information systems, empowering staff, front-line managers and executives. By working in partnership with TELUS Sourcing Solutions, organizations can shift their focus to strategic goals instead of time-consuming administrative tasks. It's a clear competitive advantage.

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For more information about TELUS Sourcing Solutions, contact your TELUS Account Executive or call
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