

Annual Report of the Safety Risk Officer

Fiscal Year 2025

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Introduction

I am delighted to present the Safety and Risk Officer (SRO) Annual Report for the fiscal year 2025 (FY25). As part of my responsibilities as SRO, I am committed to releasing an Annual Report to the public. In accordance with the Memorandum of Understanding (MOU)¹ between the Ministry of Public and Business Service Delivery (MPBSD) and Technical Standards and Safety Authority (TSSA) this report looks to provide an overview of the activities I performed in my role as the SRO between November 1, 2024, to April 30, 2025. This report summarises key recommendations from my review of TSSA's FY25 Annual Safety Report and addresses any other noted matters of public interest.

Fiscal Year 2025 SRO Activities Overview

In alignment with the FY25 Work Plan which was approved by the Safety and Regulatory Affairs Committee (SRAC) of the Board of Directors for TSSA, my primary deliverable was to assess the quality, accuracy, and clarity of data in the FY 2025 Public Safety Report (PSR).

In creating the FY25 Work Plan and determining possible areas of focus, I consulted with key TSSA stakeholders to determine opportunities to best provide value to both TSSA and the public. This culminated in the decision to focus on a review of reported incident data. This was primarily because TSSA has recently implemented several changes to the way incidents are defined, classified, handled and reported.

To deliver the greatest value and contribute to TSSA's evolving relationship with data to support evidence-based decisions, this assessment focused on two key areas of incident data:

- Understanding the **design** of processes used for the capture, processing, dissemination and reporting of incident data across TSSA Regulated Industries.
- Evaluating the **operating effectiveness** of processes used to capture, assess and report on incident data within the PSR across TSSA Regulated Industries.

Overall, TSSA has continued to strengthen internal processes and controls guiding data collection, usage and reporting and this has made a positive difference in the accuracy, completeness and clarity of reported incident data. Over the last few years, substantial efforts have been made to carefully examine the data and metrics presented in the PSR. This has led to clearer definitions, refinements in calculations and the simpler presentation of data allowing for readers to easily interpret and focus on safety issues.

Four opportunities to further strengthen the reporting of incident data were noted. The supporting recommendations for each observation are summarized below.

#	Observation	Recommendation
1	Application of Harmonized Dispatch Criteria	It is recommended that TSSA's investigations team and program areas, continue to become more familiar with the new harmonized dispatch criteria through internal trainings and education opportunities to help drive consistency in the application of the new criteria.

¹ TSSA Memorandum of Understanding 2022, April 2022, page 17, <https://www.tssa.org/sites/default/files/2023-10/TSSA-Memorandum-ofUnderstanding-2022.pdf>

2	Quality Control Processes Within TSSA Program Areas.	TSSA can improve on the quality of its incident data by targeting standalone quality control reviews by program supervisors, with the assistance of Strategic Analytics to help ensure incident data is complete, clear, and accurate.
3	Upcoming Changes to Incident Reporting Process	Given the receipt of timely and accurate information forms the foundation of effective safety activities, TSSA should consider alternatives to the Spills Action Centre for incident notification and reporting while considering cost, effort, timeliness, and effectiveness.
4	Categorization of Safety Impact Measurement Outcomes	TSSA should review options to support the clarity and accuracy of data capture around safety measures should they wish to report on this data in the future. TSSA should update standard operating procedures to clarify selection options to further support consistency in the way information is interpreted, selected and documented.

Detailed observations and recommendations were directly shared for consideration with TSSA management. For more information on the work performed, observations, recommendations and management responses, please refer to the SRO Review of FY25 PSR Report 2025 Edition.

Evolution of Safety and Risk Officer Role

It is with immense excitement and a deep sense of honour that I step into the role of Safety Risk Officer for an organization dedicated to safeguarding the safety of those within Ontario.

From implementing robust safety protocols to fostering a culture of awareness and prevention, the strides taken by TSSA reflect a profound commitment to the well being of all those who live, work and play within Ontario. I am excited to build upon this strong foundation and contribute to a mission that has such a direct and meaningful impact on people's lives.

As TSSA continues to embrace its role as an Outcome-Based-Regulator, the role of the SRO also continues to evolve. I am excited to bring a fresh and objective perspective to further strengthen the collection, usage and reporting of data through my review of the quality, clarity and accuracy of reported data in the annual Public Safety Report. I hope this culminates in reported information being captured, analysed and reported in a way that is accurate, clear and useful for Ontarians.

Conclusion

TSSA's commitment to improving its incident management processes has improved the quality, accuracy and clarity of incident data in the PSR as well as TSSA's overall approach to receiving, triaging, documenting and responding to incidents.

TSSA's attitude and willingness to continue to advance incident management processes to better support safety outcomes has been refreshing to see and I look forward to continuing to see the progress made by the organization to further enhance these processes in the coming years to better serve the needs of Ontarians.