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CERTIFICATE 01 100 1432634

Audit Report as per

ISO 9001:2015

for

EMPLOYEES' COMPENSATION COMMISSION

4th and 5th Floors, ECC Building, 355 Sen. Gil Puyat Ave., Makati City 1200 Philippines

Client	Standard	Certification Number(s)	Audit Type
Employees' Compensation Commission	ISO 9001:2015	01 100 1432634	2 nd Follow up Audit

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Audit Leader : Grace Del Rosario (GDR)

Audit Team : Rafael Magsino (RM), John Francis Faustorilla (JF)

Client's representative : Engr. Jose Maria S. Batino, OIC Executive Director
Ms. Grace David, QMR

Audit Date : Dec. 12 and 14, 2022

1 Audit result

Management system effectiveness was verified on site by means of random sampling by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and the descriptions in management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements and the requirements set forth in other generally applicable documents were also taken into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in Sections 4 of this report.

<input type="checkbox"/>	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.
<input type="checkbox"/>	A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the respective corrective action verified.
<input checked="" type="checkbox"/>	The current audit revealed zero major nonconformities and zero minor nonconformities.
<input type="checkbox"/>	The major nonconformities (No. x) with individual standard elements require a re-audit to verify the effectiveness of the corrections and corrective actions (probable date:.ddmmyyyy)
<input checked="" type="checkbox"/>	The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the stand-

The auditor therefore recommends

<input type="checkbox"/>	Award of the new certificates.
<input checked="" type="checkbox"/>	Maintenance of the existing certification.
<input type="checkbox"/>	Inclusion of the changes (see Section 3) in the scope of application of existing certifications
<input type="checkbox"/>	Maintenance or issue of the certificates only after successful completion of a re-audit.

2 Scope

2.1 Description of the organization

The Employees' Compensation Commission (ECC) is a government corporate entity attached to the Department of Labor and Employment (DOLE) for policy and program coordination. It became operational in 1975 through PD 626 and was created primarily to "promote and develop a tax-exempt Employees' Compensation Program (ECP) whereby employees and their dependents, in the event of work-connected disability or death, may promptly secure adequate income benefit and medical or related benefits."

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The Secretary of Labor and Employment chairs the eight-member Commission composed of the heads of the Social Security System (SSS) and the Government Service Insurance System (GSIS), the Chairperson of Philippine Health Insurance Corporation (PhilHealth), Chairperson of the Civil Service Commission (CSC) all ex-officio members, the ECC Executive Director and two members representing the employers' and employees' sectors appointed by the President of the Philippines. For the past many years, the DOLE Secretaries, owing to their many concerns, have designated Undersecretaries to sit in their behalf as chair-designate/alternate of the Commission as well as the heads of the SSS, GSIS, PhilHealth.

Mission: To provide a package of benefits to employees and/or their dependents in the event of work-connected sickness, injury, disability and/or death.

Vision: By 2022, Employees' Compensation Commission (ECC) is a nationally-recognized social insurance institution committed to protect workers who meet work-connected sickness, injury, disability and/or death.

Corporate Values:

We at the ECC are God-loving, dedicated and steadfast professionals and public servants.
 We stand for transparency, efficiency, and effectiveness in our office operations.
 We deal with our clients and other publics with utmost courtesy, patience, compassion
 We deliver excellent services promptly and fairly to all

2.2 Scope of certification

Scope of certification:	Public administration that provides social services such as development and review of policy on Employees' Compensation Program, Disposition of Employees' Compensation appealed cases, rehabilitation of Persons with Work Related Disability (PWRDs) and Information Dissemination
ISO 9001 standard requirements which are not applicable:	Clause 8.3 Design and Development Clause 7.1.5 Monitoring and Measuring Resources
Reasons for non-applicability:	Clause 8.3 Design and Development is not applicable. The agency provides its services based on pre-determined needs of its clients Clause 7.1.5 Monitoring and Measuring Resources is not applicable. The agency does not utilize equipment or devices that need calibration

Internal auditing throughout the multi-site organization was verified with a positive result. The management representative has appropriate authority over the sites included in the multi-site organization.

The organization operates on a single shift that is 8:00am to 5:00pm from Monday to Friday.

The following sites and their scopes are included in the scope of certification:

Site No. (CN ext.)	Sites included in cert. Name/address of site	No. of emp.	Scope and processes	Standard	Audited
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01	Employees' Compensation Commission 4 th and 5 th Floors, ECC Building, 355 Sen. Gil Puyat Ave., Makati City, 1200 Philippines	79 (Regular) 4 (COS)	Public administration that provides social services such as development and review of policies on Employees' Compensation Program, Disposition of Employees' Compensation appealed cases, rehabilitation of Persons with Work Related Disability (PWRDs) and Information Dissemination	ISO 9001:2015	<input checked="" type="checkbox"/>
02	Employees Compensation Commission ECC Regional Extension Unit IV-A (CALABARZON) – Unit 109 Ground Floor Milan Prestige Building, National Highway, Barangat Halang, Calamba City, Laguna 4027 Philippines	1 (Regular) 1 (COS)	Public Administration that provides social services such as Rehabilitation of Persons with Work Related Disability (PWRDs)	ISO 9001:2015	<input checked="" type="checkbox"/>
03	Employees Compensation Commission ECC Regional Extension Unit VI (WESTERN VISAYAS) – M.E. Building, Dungon B, Jaro, Iloilo City 5000 Philippines	2 (Regular) 1 (COS)	Public Administration that provides social services such as Rehabilitation of Persons with Work Related Disability (PWRDs) and Information Dissemination	ISO 9001:2015	<input checked="" type="checkbox"/>
04	Employees Compensation Commission ECC Regional Extension Unit XIII (CARAGA) – Department of Labor and Employment (DOLE), Nimfa Tiu Building, J.P. Rosales Avenue, Butuan City, Agusan del Norte 8600 Philippines	2 (Regular) 1 (COS)	Public Administration that provides social services such as Rehabilitation of Persons with Work Related Disability (PWRDs) and Information Dissemination	ISO 9001:2015	<input checked="" type="checkbox"/>

3 Changes in the management system / Contract review

The following changes have been implemented in the management system and the management system documentation since the last audit. Major changes are:

- Appointment of Engr. Jose Marie S Batino , CESO IV as the OIC Exec. Director effective Sept. 2022

The implementation of these changes in the existing management system and the management system documentation was verified within the framework of the audit.

The description of the scope in the certificate appropriately reflects the scope of the management system.

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Changes to the original audit plan were made during the audit. They are documented in the audit plan and were agreed with the customer on site.

4 Audit findings

The audit findings related to the audited standard are listed in the Annexes to this report (see Annex ISO 9001:2015).

All information gained during the audit will be treated with strict confidentiality by the auditors and the certification body. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

No.	Unit/Department Site	Positive findings
1	Awards and Recognition	<ol style="list-style-type: none"> 1. ASSA Recognition Award for its achievement in O-Pa and ECAI 2. 2021 Association of Government Accountants of the Philippines (AGAP), Inc Outstanding Accounting Office Award 3. Certificate of Recognition from Roman Catholic Archdiocese of Manila 4. Special Citation from Radio Mindanao Network for ECC's "Easy lang sa ECC" Radio Program 5. Tripartite Partnership Award from DOLE Northern Mindanao 6. Platinum Award for the outstanding implementation of the DOLE Communication Program for FY 2021 from DOLE IPS 7. Certificate of Recognition from DEPED Andarayan National High School, Cagayan 8. Certificate of Recognition from St. Paul Hospital of Tuguegarao Inc.
2	Site 2: REU IVA (CALABARZON)	Improvement of office for a more welcoming environment is noteworthy.
3	Site 1 and 2	Medical Officer IV (Site 1) and Admin Officer II (Site 2) is an International Disability Management Standard Council Certified Disability Management Professional, acquired from University Malaya in August 2022.

The following recommendations and opportunities for improvement provided by the auditors are intended to contribute to the continuous improvement of the management system.

No.	Unit/Department Site	Recommendations and opportunities for improvement
Site 1/ Central Office – 4th-5th Floor, ECC Bldg., 355 Sen. Gil Puyat Ave., Makati City 1200 Philippines		
1	Corrective Action	The implementation of the Service Improvement Forms should be expedited.
2	Management Review	Ensure to highlight in minutes of the meeting for specific key management review inputs for ease of tracking and monitoring for top management actions and resource allocation than check each presentation deck.

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3	(WCPRD) Work Contingency Prevention and Rehabilitation	<p>Review monitoring the process cycle time for cash assistance and identify bottleneck to help improve throughput time.</p> <p>Review the privacy policy to be specific with the type of data / information that is actually being processed to be included and specify manner of data processing per type of medium (i.e., soft copy and hard copy files). Likewise, review to improve the privacy policy to be suited for intended audience.</p> <p>Ensure to develop separate privacy policy and secure informed consent for this purpose during the process of collecting information and processing them for Livelihood Assistance based on the 12 sections of the privacy policy mentioned in the NPC privacy toolkit 3rd edition.</p> <p>Review partnering with agencies on the implementation of BMBE Law in line with Livelihood programs, as applicable.</p> <p>Ensure to keep track of the MOA monitoring status, and other corrective actions that are taken with the non-renewal of partner hospital MOA, and subsequent effective to targets. Likewise, ensure timely monitoring of effectiveness of actions taken to manage outcomes necessary to meet targets (e.g., rehab).</p>
4	Appeals Division	Ensure to keep a tracking system with the MOA status to ensure that all MOAs are reviewed accordingly.
5	Use of Logo	Ensure to follow the sizing dimensions of the Test Mark so that the QR Code and other elements of the test mark is usable.
6	(IPAD) Information and Public Assistance Division	<p>Explore the management of social media plans and programs for better intended outcomes on information, education, and communication.</p> <p>Ensure to review expanding training programs with other key personnel such as educators and trainers (e.g., SHS, TESDA, additional entrepreneurship subjects with Tertiary) to advocate for the dissemination of ECC and its programs.</p> <p>Review training design and objectives for the awareness seminars conducted for ECC as an organization and the ECP.</p> <p>Review resources needed for the execution of Information and Marketing Communication Plans, including digital marketing plans.</p>

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Site 2/ ECC Regional Extension Unit IV-A (CALABARZON) – Unit 109 Ground Floor Milan Prestige Building, National Highway, Barangay Halang, Calamba City, Laguna 4027 Philippines

7	REU IVA	Citizen's Charter need to be readily available to the customer/claimants. It's currently in folder file.
8	WCPRD	Corrective actions for unmet targets need to be formalized and consistently documented using prescribed form. Action to address risk of delayed endorsement of PWRD to hospitals due to limited manpower/officers need to be reviewed as related targets/KPIs were not achieved.

Site 3/ ECC Regional Extension Unit VI (WESTERN VISAYAS) – M.E. Building, Dungon B, Jaro, Iloilo City 5000 Philippines

9	Risks and Opportunities	Ensure to review the Risks Register: <ul style="list-style-type: none"> - To accurately evaluate the effectiveness of action to address risks - To establish another control if the proposed action plan to address the high risks was not approved. - Identify the risk related to current issues. E.g. Non-renewal of Memorandum of Agreement with the partner hospital
10	Quality Objective /	Ensure to timely determine the cause of unmet quality objectives (DPCR) and establish action plan to improve the performance.
11	WCPRD) Work Contingency Prevention Rehabilitation Division	Ensure that the type of contingency is consistently recorded to easily tract the needed assistance.

5 Dates

Due Date for the next audit

2023-12-18

Agreed date for the next audit

2023-12-18 (+0/-3 months)

Dec. 14, 2022

Date


Grace Del Rosario, Rafael Magsino , John Francis Faustorilla

Audit Leader / Auditor(s)

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Annex ISO 9001:2015

Item	Audit result
Context of the organization	<p>The organization has determined internal and external issues related to the following subject areas (Note: subject areas can be legal requirements, co-operations, competition, community etc.)</p> <p>Strength</p> <ul style="list-style-type: none"> • Emphatic employees from top to bottom • 7 years or more maintained COA audit rating: unqualified COA opinion • Good relationship with COA • Addressing competency gaps through relevant training • Increase in presence of clerical staff that supports provision of services • Relevant because of pandemic: new forms of work • Hiring COS and JOS, technical clerk to address lack of manpower • Fiscal discipline was discipline was implemented faithfully <p>Weakness</p> <ul style="list-style-type: none"> • Attrition especially in technical positions • Communication problem especially during the pandemic • Needs to be a more agile organization <p>Opportunities</p> <ul style="list-style-type: none"> • New leadership may mean new opportunities • PD 626 amendment • International recognition / awards/ international membership • Corvid 19 pandemic increased the relevance of ECC • AI, Big data opportunities <p>Threats</p> <ul style="list-style-type: none"> • Retirement / resignation of employees (more than 10 years of service in ECC) • Appointment of new ED and DED • Cyber attacks • Presence of new viral diseases (e.g. Monkeypox) • Influx of new employee with little experience / know how on ECC • Structural unemployment because of Reong • Government realigning plans of PBBM-streamlining • CSC professionalization program – will not accept undergrad anymore <p>The organization has identified interested parties and the requirements of these parties. Examples for such parties are:</p> <ul style="list-style-type: none"> • Customers/Clients/ Members of SSS, GSIS <ul style="list-style-type: none"> - Fast processing of EC benefits and services - Clientele (EC Appellants) requirement on timely disposition of cases - Adequate benefits • External Providers <ul style="list-style-type: none"> - Prompt payment based on terms and conditions - Limited/non-availability of suppliers of prosthesis for PWRDs - Training Institutions-prompt payment • Regulatory Agencies

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	<ul style="list-style-type: none"> - DOLE/GCG- compliance to performance agreement - GCG-requirement to good governance - COA- timely and accurate submission of reports
Policy / objectives	<p>Top Management has declared its quality policy binding and implemented. The quality policy is appropriate and provides a framework for the respective quality objectives. It commits all employees to pursue continuous quality system improvement. The quality objectives are measurable and are controlled, communicated and updated regularly.</p> <p>Key quality objectives include:</p> <p>MFO 1: Improved and Expanded Benefits and Services</p> <ul style="list-style-type: none"> • Policy Issuance under the Employees Compensation Program (ECP) <ul style="list-style-type: none"> - No. of policy issuances to improve the benefits and services and/or expand the coverage of the ECP approved by the Board (Target = 5) • Rehabilitation services for Persons with Work-Related Disability (PWRD) <ul style="list-style-type: none"> - No. of PWRD provided with various rehabilitation services (Target = 414) - No. of PWRDs provided vocational/entrepreneurial skills trainings (Target = 150) - No. of PWRDs provided Physical therapy/occupational therapy (Target =200) - No of PWRDs provided prosthesis (Target = 64) • ECP advocacy seminars <ul style="list-style-type: none"> - Inhouse seminars (Target = 120) - No of workers reached (Target = 6000) - No of companies covered (Target = 3000) <p>MFO 2 Appealed Cases Disposed</p> <ul style="list-style-type: none"> • No. of cases disposed within the month (cases pending as of January 1, and cases received as of November 20, 2022) <ul style="list-style-type: none"> - Disposition rate (%) 100% • No. of cases disposed within PCT of 20 working days - DD <ul style="list-style-type: none"> - Disposition rate (%) - 100%
Process control including outsourced processes	<p>The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators.</p> <p>Key processes within the scope of product realization include:</p> <ul style="list-style-type: none"> • Development and Review of Policy on ECP • Disposition of EC Appealed Cases • Rehabilitation of PWRDs • Advocacy and Information Dissemination <p>The following processes have been outsourced and are appropriately reviewed and controlled:</p> <ul style="list-style-type: none"> • Manpower services
Risk-based thinking	<p>The requirements for risk-based thinking are being realized in the organization as follows:</p> <p>Risk-based thinking has been applied for the following processes:</p> <ul style="list-style-type: none"> • Appeals Division (AD)

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	<ul style="list-style-type: none"> • Work Contingency Prevention and Rehabilitation Division (WCPRD) • Information and Public Assistance Division (IPAD) • Policy, Programs and Systems Management Division (PPMSD) • Finance Division (FD) • Administrative Division (Admin) – Human Resource Management, Records Management, Supply Management and Building Administration <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Travel Hazards / accidents • Emergencies and Fortuitous events • Multi-tasking scope of responsibility in case other REU's incur absences, possible client complaints • Changing quarantine classification (Covid19) Safety concerns of patients and staff of partners Hospital that can cause suspension of rehab / PT services • Not updated number of clients • Bulk of cash assistance claims for filling (Screening and encoding) -delayed • Lack of bidders • Delay and cancellation of procurement projects • Urgent hiring of technical and nontechnical contractual positions endorsed to manpower agency • Use IDP in career and personal development • Improve Safety of building and workstation due to pandemic • Hiring of additional manpower (COS and Technical) <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • Wait for updated community Quarantine status and updated safety protocols/ schedule from partners Hospital • Look for new hospital (NO action and evaluation) • Creation of a cash assistance team in the REU (additional 2 staff) • Look for other method to source suppliers • Utilization of information Technology such as electronic bid <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> • Non availability of appointing authority due to change in management • Internet issue • Non-availability of agenc's own regional rehab center to cater PWRD to hospital due to limited manpower of officers an increase case/admin task of AO • Delay renewal of MOA • Unauthorized access in the rehabilitation information system • Error in creation of cheque • Unfamiliarity about PD 626 , as amended <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> • Identification of Internal and External Issues

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	<ul style="list-style-type: none"> Planned actions for Risk and Opportunities
Customer-related and other requirements	<p>The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team.</p> <p>The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. The same procedure applies to amendments.</p> <p>The following process requirements significantly affect product or service quality:</p> <ul style="list-style-type: none"> Formulation of EC Policy (EC-PM 04-01) Quick Response Program (ECC-PM 04-04) EC Appealed Case Disposition (ECC PM-04-02) Rehabilitation of Persons with Work Related Disabilities (PWRD's) ECC PM-04-03 Advocacy and Information Dissemination (ECC-PM 04-05) Customer Satisfaction Measurement (ECC-PM 05-04) Purchasing of Supplies and Services (ECC PM-03-04) Selection and Evaluation of Suppliers (ECC PM-03-05) Evaluation Criteria for External Providers (ECC RM-08-01, ECC RM-08-02, ECC RM-08-03) <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> GCG MC 2017-01 Interim Performance Based Bonus GCG MC 2017-02 Interim Performance Evaluation System for the GOCC Sector GCG MC 2018-03 Interim Rules and Guidelines for the Grant of Mid-Year Bonus, Year-End Bonus, and Cash Gift under EO36, s.2017 for FY and Years thereafter Implementing Rules and Regulation of P.D. No 626 P.D. No. 1445 – Commission of Audit (Government Auditing Code of the Philippines) R.A. 9184 – Procurement Act of the Philippines P.D. No. 442 – Labor Code of the Philippines E.O. No 167 – Increasing the Amount of Certain Employment Compensation Benefits for Employees in the Private and Public Sector Increasing the Amount of Certain Employment Compensation Benefits for Employees in the Private and Public Sector Increasing the amount of certain Employment Compensation Benefits for Employees in the Private and Public sector. E.O. No. 134 – Granting of Career's Allowance to employee's compensation (EC) Permanent Partial Disability (PPD) and Permanent Total Disability (PTD) Pensioners in the Public Sector. Governance Commission for Government-Owned and Controlled Corporation (GCG) requirements Government Appropriation Act PD 626

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Customer satisfaction and complaints	<p>The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.</p> <p>Customer Satisfaction Measurement Survey 2021</p> <p>A total of 2,315 respondents were chosen randomly using stratified sampling based on a sampling frame of ECC and OSHC clients from January 1, 2020 to December 29, 2020. Data from these respondents were collected through a telephone survey. The margin for error for the survey is +/-3 for the whole sample and +/-4 for the sub-sample of 500 respondents for each agency or client type.</p> <p>Overall Satisfaction with ECC Ratings for ECC were consistent year-on-year, with almost the same scores for 2021 (M=4.32, SD=0.70) and 2020 (M=4.33, SD=0.66). There was a slight dip in scores across client types, but these were still within the very satisfactory range.</p> <p>Business respondents were consistently satisfied between 2021 (M=4.46, SD=0.61), even with a slight dip in scores. However, the ratings from individual respondents marginally dipped from very satisfactory in 2020 (M=4.29, SD=0.67) to satisfactory in 2021 (M=4.19, SD=0.74).</p> <p>Among the 948 ECC respondents, 45% were very satisfied in 2021, down from 49% in 2020. Satisfied respondents were the same at 43% between the two years. The shift in satisfied respondents moved to ambivalence: Respondents who were neither satisfied nor dissatisfied rose from seven percent in 2020 to 11% in 2021. Four persons were dissatisfied in 2021, up from one in 2020. There was also one very dissatisfied client where there was not a year before. The overall net satisfaction rating among ECC was 88%, down from 90% in 2020.</p> <p>In 2021, 38% of ECC business respondents were very satisfied, 45% were satisfied, 17% were neither satisfied nor dissatisfied. In 2020, 57% of ECC business respondents were very satisfied, and 37% were satisfied. Five percent were neither satisfied nor dissatisfied. The overall net satisfaction rating among ECC business respondents was consistent at 94% between 2020 and 2021.</p> <p>For individual respondents from ECC< 40% were very satisfied in 2020, down to 38% in 2021. Satisfied respondents also declined from 51% in 2020 to 45% in 2021. Instead, respondents who were satisfied nor dissatisfied rose from 7.5% in 2020 to 17% in 2021. The overall net satisfaction rating among ECC individual respondents dipped from 90% to 82%.</p> <p>Qualitative insights behind overall satisfaction Based on the coding of respondents' reasons for their satisfaction rating, the following emerged as the positive and negative insights on ECC and OSHC.</p> <p>The positive reasons can be grouped as follows:</p> <ul style="list-style-type: none"> - Staff matters: Effective and engaging speakers; Accommodating/responsive to queries; Courteous staff - Delivery: Topics explained clearly; free; informative website; availability of trainings - Content: Relevant topics, applicable to work, safety of and care for employees; participant oriented, learned a lot <p>Conversely, the negative reasons can be grouped as follows:</p> <ul style="list-style-type: none"> - Delivery: lacks face-to-face seminars; technical issues; topics not explained well; Boring; Limited slots; No breaks in between trainings

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	<ul style="list-style-type: none"> - Content: Not enough topics/information; Cannot relate to the topic - Staff: Don't know their services; Questions not answered convincingly - Procedures: Too many requirements - Benefits: Limited <p>Actions to address the negative feedback was established.</p>
Internal audit and management review	<p>The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carries out these audits with the following details:</p> <ul style="list-style-type: none"> - Number of Internal Auditors: 24 - Audit Date: September 8 to Nov. 11, 2022 - Processes Audited: Top Management, Board Secretary, Internal Audit Units, Administrative Division (HR, Purchasing, maintenance, Records Management), Appeals Division (AD), Finance Division, Policy , Programs and System Management Division , Information and Public Assistance Division, Work contingency prevention and Rehabilitation , Internal Quality Audit - Results: 14 Positive Findings, 2 Nonconformity, 66 OFIs <p>Top management reviews the organization's management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review was carried out in accordance with the requirements and was effective</p> <p>Date of last management review:</p> <ul style="list-style-type: none"> - 06-09-2022 1st MR - 29-11-2022 2nd MR
Use of certificate and logo	The organization uses the logo and the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements.

Chapter of standard	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3		
Rating *	1	1	1	1	1	1	1	1	1	1		
No. of nonconformity												
Chapter of standard	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7
Rating *	1	1	1	1	1	1	1	4	1	1	1	1
No. of nonconformity												
Chapter of standard	9.1	9.2	9.3	10.1	10.2	10.3						
Rating *	1	1	1	1	1	1						
No. of nonconformity												

- * **Rating:**
- 1 = conforming
 - 2 = not audited in this audit
 - 3 = nonconformity (see nonconformity report)
 - 4 = not applicable