

ANNUAL REPORT 2021



EOCP

Environmental Operators
Certification Program



EOCP HYBRID CONFERENCE

Designed for Operators, by Operators

12TH TO 14TH SEPTEMBER 2022 VANCOUVER BC OR ONLINE

Responsible Recovery

SMALL SYSTEMS, WATER, WASTEWATER, LEADERSHIP COMMENTS FROM THE 2021 CONFERENCE

"I learned a lot today."

"Good information. Well done EOCP team!"

"I liked being able to choose my path."

For more information, check out <https://eocp.ca/eocp-conference/>

MESSAGE FROM THE DIRECTORS AND STAFF

Dear Friends,

We said that 2020 was “a year like no other”, but that ignominious term surely belongs to 2021.

We had SO much thrown at us, yet we persevered through the fires, heat dome, and floods, and emerged even more resilient.

In light of the ‘never ending pandemic’ we pivoted as necessary to continue providing all the services we had at pre-pandemic levels, albeit with some modifications. We updated the EOCP’s COVID-19 Safety Plan in accordance with Public Health recommendations, but Operators could drop in at the office, and Operators were also able to continue writing exams.

Whilst the CRM has now been in place for almost five years, to ensure all stakeholders are up to date on the use of it, several webinars are now available on a regular basis and the schedule can be viewed at the EOCP’s Resources Page at eocp.ca/resources/

The webinars cover subjects such as:

1. CRM Basics
2. Exam Application
3. Facility Classification

In addition, we have provided customised webinars to various user groups, and will continue to do so.

Despite the trials and tribulations of 2021, we were able to accomplish a great deal including:

1. Working with our stakeholders to update our Mission and Vision, and developed our four new Strategic Priorities. Please see the page 4 for a one-page outline of these.

2. Rolling out of transit ads across BC promoting Environmental Operator as a career choice.
3. Completion of our Competencies Validation project which now includes an online Competency Assessment that is accessible via tinyurl.com/EOCP-Competency-Assessment.
4. We launched the Operators on the Job video series that can be viewed at tinyurl.com/OperatorOnTheJob.
5. We were able to hold elections and welcome to the board our directors:
 - a. Rob Birtles
 - b. Tara Macrae
 - c. Allison O'Neill (returning for a second term)
6. Last but by no means least, we had tremendous feedback on our conference, #EOCP2021 with 565 registered delegates – our biggest conference to date! Plans are already underway for #EOCP2022, which will be in a hybrid format, **12th-15th September 2022** – we expect this one to be even better, and bigger. The theme for #EOCP2022 is ‘RESPOND – RECOVER – THRIVE. Registration is now open at tinyurl.com/EOCP2022. In the meantime, find out about our keynote, Leah Goldstein at leahgoldstein.com/about-leah/.

Our world has changed irrevocably. However, we have the ability to persevere, solve problems, and work together shoulder-to-shoulder to weather whatever the future brings.

Chris Lawrence, Board Chair
Kalpna Solanki, President and CEO





EOCP 2021-2025 STRATEGIC PLAN

Vision

A Canada where all people have access to safe tap water and effective wastewater management. We are committed to making this a reality.

Mission

To protect human health and the environment by investing in Operators and facilities through increased knowledge, skill, and proficiency in all matters related to the water cycle.

Strategic Priorities

1

Encourage sustainability of our industry by promoting the Operator profession, education, training, and recruitment.

1. Develop regional specific promotional campaigns to reach the general public
2. Evaluate existing education programs and training providers to assess gaps
3. Increase outreach to potential students to promote water industry careers
4. Outreach to education funding programs to promote the water industry as 'the' career of choice

3

Develop and promote existing and new certification and classification programs.

1. Assess the industry to seek new opportunities for certification and/or classification
2. Collaborate with stakeholders to ensure programs are in the public interest
3. Oversee classification and certification for more jurisdictions
4. Continually assess and improve certification and classification programs

2

Advocate to strengthen the industry, with a focus on vulnerable communities.

1. Advocate support for small and vulnerable communities
2. Bridge connections with key stakeholders
3. Build capacity within the industry

4

Continue to develop the CRM as our primary data collection, reporting, and communication technology.

1. Prioritize the CRM to improve reporting functions
2. Increase data sharing and communication
3. Capture all facility classifications, including SWS and SWWS

EOCP BY THE NUMBERS

EXAMS



1,155 exam applications processed

479 exam sessions offered

1,100 exams taken

FACILITIES



364 facilities re/classified

6 facilities preclassified

CONTINUING EDUCATION UNITS (CEUs)

2,674 Operators submitted CEUs

11,037 CEUs earned

OUTREACH



543 Facebook



395 Twitter



342 LinkedIn



53 Instagram



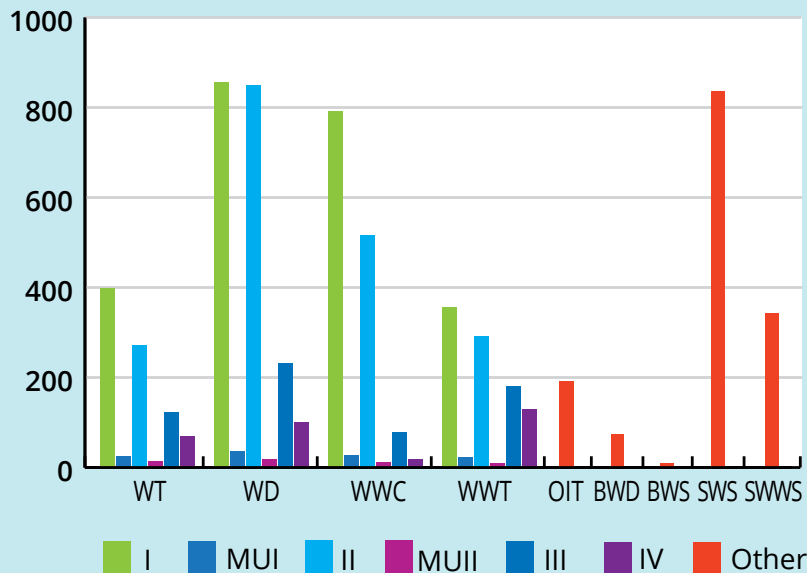
39 New YouTube subscribers

3,185 Unique Views



8,587 Operator Digest

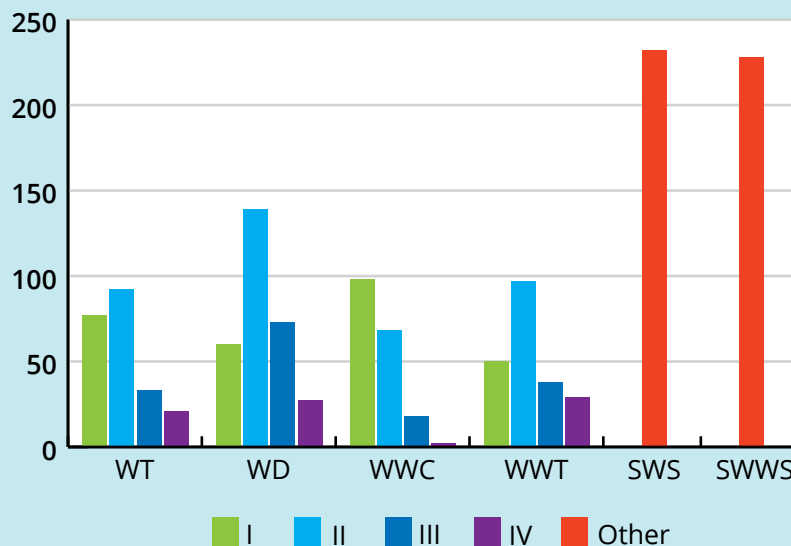
OPERATOR CERTIFICATION (2021)



DEFINITIONS

WT	Water Treatment	BWD	Bulk Water Delivery
WD	Water Distribution	SWS	Small Water System
WWC	Wastewater Collection	SWWS	Small Wastewater System
WWT	Wastewater Treatment	MUI	Multi Utility Level 1
OIT	Operator In Training	MUII	Multi Utility Level 2

FACILITY CLASSIFICATION (2021)



GOVERNANCE

In accordance with the Constitution and Bylaws (ratified by the EOCB's membership in June 2016), the EOCB is governed by a board of directors that reflects the water and wastewater industry.

The directors of the EOCB board are:



Chris Lawrence
Chair

Manager of
Operations,
District of Houston



Chris Kerman,
Chair Elect

Chief Operator
FCPCC, Regional
District of
Nanaimo



Allison O'Neill,
Treasurer

Water Engineering
Technology
Department Chair
and Professor,
Okanagan College



Anna Agnew
Secretary

Chief Operator,
Town of Gibsons



Ben Kineshanko

Technical Operations
Manager, District
of Squamish



Peter Coxon

Senior Project Leader/
Principal, Urban
Systems



Rob Birtles

Team Leader
Drinking Water Officer
Health Protection -
Interior Health



Tara Macrae

Water Operations
Manager,
City of Surrey



Jim McQuarrie

Retired

OPERATIONS

In accordance with the Constitution and Bylaws, the day-to-day Operations of the EOCP are run by the CEO and her staff.

The EOCP staff team comprises of:



Kalpna Solanki,
President and Chief
Executive Officer



Kim Eames,
Director of
Operations



Jenni Green,
Technical
Specialist



Stephanie Hall,
Exam
Specialist



Lachlan Manser,
Administrative
Specialist



Heather Reynolds,
Administrative
Specialist



Anastasia Peters,
Administrative
Specialist

EOCP AWARDS

Each year, the EOCP presents awards to notable individuals and organizations. The awards process is adjudicated by the Awards Team and is no small task as each of the nominations is so strong, and each nominee is worthy of an award. However, difficult as it is, decisions need to be made. For 2021, the Awards winners are:

The **Bert Caine** Award was presented to Patricia Miller.

The **Corporate Recognition** Award was presented to the British Columbia Institute of Technology (BCIT) for the development of the associate certificate in fundamentals of water and wastewater operations.

The **Operator of the Year** Award was presented to Kevin Holman at the City of Vernon.

The **Innovation Award** was presented to the City of Vancouver and Vancouver Coastal Health for their collaboration on the new City of Vancouver Operating permit requirements for Cooling towers, Decorative Water Features and Non-potable systems.

The **Outstanding Student Awards** were presented to Okanagan College students Richard Graham, Ryder Fortes, and Vladimir Tuazon.

RECOGNIZING 30 YEARS OF DEDICATION

Each year, the EOCP sends out pins and pens to those who have contributed to the industry for 30 years. For 2021, we would like to thank the following for their dedication and commitment:

Roger Brown
David Carlson
Randall Colombo
George Denton
Brian Edge
Ian Gardner
William Hummel
John Longson
Ray Osborne
Lyle Painchaud
John Reynolds
Alistair Wardlaw
Mike Wyman

AUDITED FINANCIAL STATEMENTS

ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY

Statement of Financial Position

December 31, 2021

	2021	2020
ASSETS		
CURRENT		
Cash	\$ 468,007	\$ 329,939
Accounts receivable (Note 3)	173,531	127,173
Ministry of Municipal Affairs grant receivable (Note 12)	125,000	-
Prepaid expenses	35,994	45,943
	802,532	503,055
TANGIBLE CAPITAL ASSETS (Net of accumulated amortization) (Note 4)	19,101	19,531
INTANGIBLE CAPITAL ASSETS (Net of accumulated amortization) (Note 5)	339,975	424,969
	\$ 1,161,608	\$ 947,555
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 101,694	\$ 62,481
Goods and services tax payable	14,903	18,981
Wages payable	22,926	16,093
Deferred income	370,028	319,462
	509,551	417,017
CANADA EMERGENCY BUSINESS ACCOUNT LOAN (Note 6)	40,000	40,000
	549,551	457,017
NET ASSETS	612,057	490,538
	\$ 1,161,608	\$ 947,555

LEASE COMMITMENTS (Note 7)

See notes to financial statements

ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY

Statement of Revenues and Expenditures

Year Ended December 31, 2021

	2021	2020
REVENUES		
Member dues	\$ 348,899	\$ 391,636
Services	433,569	228,478
Contracts	299,500	300,500
Investment income	5,439	(492)
Conference revenues	114,718	93,780
	1,202,125	1,013,902
DIRECT COSTS	6,468	11,548
GROSS PROFIT (99.46%; 2020 - 98.86%)	1,195,657	1,002,354
EXPENSES		
Advertising and promotion	21,308	12,305
Amortization	7,025	3,076
Amortization of intangible assets	84,994	106,242
Bad debt recovery	(9,098)	(39,332)
Conference expenses	78,837	74,140
Delivery, freight and express	12,683	14,933
Equipment rentals	3,650	3,461
Exams, taxes, licenses and memberships	75,913	58,932
Insurance	6,039	3,378
Merchant fees and bank charges	16,301	14,580
Meals and entertainment	2,186	3,833
Meetings and travel	34,157	19,577
Occupancy costs	45,232	38,157
Office and computer supplies	127,144	127,470
Personnel costs	379,318	351,174
Professional growth	3,808	506
Professional services	32,959	29,892
Project and one time only	125,731	-
Repairs and maintenance	3,943	4,207
Sub-contracts	14,490	50,520
Supplies	1,942	2,574
Utilities	5,576	3,722
	1,074,138	883,347
EXCESS OF REVENUES OVER EXPENSES FROM OPERATIONS	121,519	119,007
OTHER INCOME		
Canada Emergency Wage Subsidy	-	31,992
Forgivable portion of CEBA (Note 6)	-	20,000
Temporary Wage Subsidy	-	5,408
Loss on disposal of tangible capital assets	-	(888)
	-	56,512
EXCESS OF REVENUES OVER EXPENSES	\$ 121,519	\$ 175,519

See notes to financial statements

ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY**Statement of Changes in Net Assets****Year Ended December 31, 2021**

	2021	2020
NET ASSETS - BEGINNING OF YEAR	\$ 490,538	\$ 315,019
EXCESS OF REVENUES OVER EXPENSES	121,519	175,519
NET ASSETS - END OF YEAR	\$ 612,057	\$ 490,538

ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY**Statement of Cash Flows****Year Ended December 31, 2021**

	2021	2020
OPERATING ACTIVITIES		
Cash receipts from customers	\$ 1,090,432	\$ 979,639
Cash paid to suppliers and employees	(925,387)	(793,010)
Forgivable portion of Canada Emergency Business Account Loan (Note 6)	-	20,000
Canada Emergency Wage Subsidy	-	31,992
Temporary Wage Subsidy	-	5,408
Canada Emergency Business Account loan (Note 6)	-	40,000
Merchant fees and bank charges	(16,303)	(14,580)
Goods and services tax	(4,078)	5,626
Cash flow from operating activities	144,664	275,075
INVESTING ACTIVITIES		
Purchase of tangible capital assets	(6,596)	(2,667)
Proceeds on disposal of tangible capital assets	-	353
Cash flow used by investing activities	(6,596)	(2,314)
INCREASE IN CASH FLOW	138,068	272,761
Cash - beginning of year	329,939	57,178
CASH - END OF YEAR	\$ 468,007	\$ 329,939

See notes to financial statements

ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY

Notes to Financial Statements

Year Ended December 31, 2021

1. PURPOSE OF THE ORGANIZATION

Environmental Operators Certification Program Society (the "organization") is a not-for-profit organization incorporated provincially under the Society Act of British Columbia. Management has determined that they are exempt from payment of income tax under Section 149(1) of the Income Tax Act.

The society's mandate is to protect human health, the environment and the investment in facilities through increased knowledge, skill and proficiencies of the members of the program in all matters relating to water treatment and distribution and wastewater collection, treatment and disposal.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO) and, in management's opinion, with consideration of materiality and within the framework of the following accounting policies:

Revenue recognition

Environmental Operators Certification Program Society follows the deferral method of accounting for contributions, which include government contracts. Grants are recorded as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Unrestricted contributions are recognized as revenue when initially recorded in the accounts.

Membership fees are accrued in the year to which they are applicable.

Externally restricted contributions are deferred when initially recorded in the accounts and recognized as revenue in the year in which the related expenses are recognized.

Restricted investment income is recognized as revenue in the year in which the related expenses are incurred. Unrestricted investment income is recognized as revenue when earned.

Contractual financial contributions are recognized as revenue when all agreement deliverables have been completed and the related expenses are incurred.

Cash and cash equivalents

Cash includes cash and cash equivalents. Cash equivalents are investments in treasury bills and are valued at cost plus accrued interest. The carrying amounts approximate fair value because they have maturities at the date of purchase of less than ninety days.

Financial instruments policy

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All other financial instruments are reported at amortized cost, and tested for impairment at each reporting date. Transaction costs on the acquisition, sale, or issue of financial instruments are expensed when incurred.

Financial assets measured at amortized cost include cash and accounts receivable.

Financial assets measured at fair value include marketable securities.

Financial liabilities measured at amortized cost include accounts payable.

Measurement uncertainty

When preparing financial statements according to ASNPO, management makes estimates and assumptions relating to:

- reported amounts of revenues and expenses
- reported amounts of assets and liabilities
- disclosure of contingent assets and liabilities.

Estimates are based on a number of factors including historical experience, current events and actions that the organization may undertake in the future, and other assumptions that management believes are reasonable under the circumstances. By their nature, these estimates are subject to measurement uncertainty and actual results could differ. In particular, estimates are used in accounting for certain items such as allowance for doubtful accounts.

Foreign currency translation

Accounts in foreign currencies have been translated into Canadian dollars using the temporal method. Under this method, monetary assets and liabilities have been translated at the year end exchange rate. Non-monetary assets have been translated at the rate of exchange prevailing at the date of transaction. Revenues and expenses have been translated at the average rates of exchange during the year, except for amortization, which has been translated at the same rate as the related assets.

Foreign exchange gains and losses on monetary assets and liabilities are included in the determination of earnings.

Tangible capital assets

Tangible capital assets are stated at cost or deemed cost less accumulated amortization. Tangible capital assets are amortized over their estimated useful lives at the following rates and methods:

Computer equipment	30%	diminishing balance method
Furniture and fixtures	20%	diminishing balance method

The organization regularly reviews its tangible capital assets to eliminate obsolete items. As at December 31, 2021, no capital assets had been identified which required a write-down.

Tangible capital assets acquired during the year but not placed into use are not amortized until they are placed into use.

Intangible capital assets

Intangible capital assets are stated at cost or deemed cost less accumulated amortization. Intangible capital assets are amortized over their estimated useful lives at a 20% diminishing balance method.

Comparative figures

Certain comparative amounts have been reclassified to conform to the current year's presentation. The cash flow has been presented to more closely match current year requirements.

Contributed services

The operations of the society depend on the contribution of time by volunteers. The fair value of donated services cannot be reasonably determined and are therefore not reflected in these financial statements.

3. ACCOUNTS RECEIVABLE

	2021	2020
Membership dues receivable	\$ 177,054	\$ 136,121
Allowance for doubtful accounts	(3,523)	(8,948)
	\$ 173,531	\$ 127,173

4. TANGIBLE CAPITAL ASSETS

	Cost	Accumulated amortization	2021 Net book value	2020 Net book value
Computer equipment	\$ 38,418	\$ 25,822	\$ 12,596	\$ 13,090
Furniture and fixtures	27,579	21,074	6,505	6,441
	\$ 65,997	\$ 46,896	\$ 19,101	\$ 19,531

5. INTANGIBLE CAPITAL ASSETS

	2021	2021 amortization	2021 Net book value	2020 Net book value
Computer software	\$ 848,992	\$ 509,017	\$ 339,975	\$ 424,969

6. CANADA EMERGENCY BUSINESS ACCOUNT LOAN

During the previous year, the Society was in receipt of a Canada Emergency Business Account loan in the amount of \$60,000. This loan incurs a 0% per annum interest until December 31, 2023 and 5% per annum interest starting on January 1, 2024. Repayment of the outstanding balance of the loan on or before December 31, 2023 will result in a single tranche of loan forgiveness up to \$20,000.

7. LEASE COMMITMENTS

The Society entered into a lease agreement for premises with The Salvation Army expiring June 30, 2022. At the balance sheet date, the base rent per month is \$2,200. In addition, the lease requires payment of additional rent and utilities of approximately \$1,192 per month.

The Society entered into a lease agreement for the use of an office photo copier with CBSC Capital Inc. expiring October 31, 2023. The term of the lease is 66 months constituting a total of 22 quarterly payments of \$567, plus applicable taxes.

The Society entered into a lease agreement for the use of an office postage meter with Pitney Bowes Leasing expiring July 31, 2021. The term of the lease is 60 months constituting a total of 20 quarterly payments of \$214.

Contractual obligation repayment schedule:

2022	\$ 17,173
2023	2,541
2024	721
2025	721
2026	300
	\$ 21,456

8. FINANCIAL INSTRUMENTS

The organization is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the organization's risk exposure and concentration as of December 31, 2021.

(a) Credit risk

Credit risk arises from the potential that a counter party will fail to perform its obligations. The organization is exposed to credit risk from members. In order to reduce its credit risk, the organization reviews a member's credit history before extending credit and conducts regular reviews of its existing member's credit performance. An allowance for doubtful accounts is established based upon factors surrounding the credit risk of specific accounts, historical trends and other information. The organization has a significant number of members which minimizes concentration of credit risk.

(b) Liquidity risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The organization is exposed to this risk mainly in respect of its receipt of funds from its members and funders and other related sources.

Unless otherwise noted, it is management's opinion that the organization is not exposed to significant risks arising from these financial instruments.

9. GOING CONCERN

The accompanying financial statements have been prepared on the going concern assumption that the organization will be able to realize its assets and discharge its liabilities in the normal course of operations.

10. REMUNERATION

During the year, the Society paid compensation in excess of \$75,000 to two employees. The total amount paid was \$212,630. This disclosure is in accordance with a new requirement of the BC Societies Act which came into effect November 28, 2016.

11. WORLD HEALTH PANDEMIC

On March 11, 2020, the World Health Organization declared a world health pandemic named COVID-19. The resulting shut-downs have had a significant impact on the market sectors in which the Society operates. The Society has taken the following steps to mitigate against the risks involved with the pandemic:

- Deployment of work from home protocols for Society employees that are able to do so
- Limits placed on in-person exam writing

I am unable to estimate the direct financial effect that this world health pandemic will have on the future operations of the Society.

The Society continues to monitor the impact that the pandemic has on its operations and assess any need to adjust the implemented steps in order to ensure compliance with health orders and continuity of operations.

12. MINISTRY OF MUNICIPAL AFFAIRS GRANT RECEIVABLE

During the year, the Society entered into a Shared Cost Arrangement with the Province of British Columbia Ministry of Municipal Affairs. The objective of the Agreement is to produce a detailed competency framework on sixteen disciplines of water and wastewater treatment. The term of this agreement commenced on June 14, 2021 and will end on August 31, 2022. As at December 31, 2021, there was \$125,000.00 receivable from the Province.



VISION

A Canada where all people have access to safe tap water and effective wastewater management. We are committed to making this a reality.