

# Occupational Health and Safety Bulletin



## **Employer Alert: High Pressure Sales Tactics Providing Misleading Information About Workplace Training**

The Alberta government has received reports and complaints about aggressive, high-pressure sales tactics by commercial providers of workplace safety training for the Workplace Hazardous Materials Information System (WHMIS). When contacted, employers may be given the impression that the caller is someone who represents the government and that the training is mandatory or required/endorsed by the Alberta government.

In Alberta, workplace health and safety legislation is governed by the *Occupational Health and Safety (OHS) Act, Regulation and Code*. Part 29 of the OHS Code addresses WHMIS training requirements. An employer must ensure that a worker who works with a WHMIS regulated product or performs work involving the manufacture of a WHMIS regulated product receives WHMIS training. WHMIS regulated products are chemicals that fit in one or more of the hazard classes defined by the federal *Hazardous Products Act*. A worker who works with a WHMIS regulated product is any worker who stores, handles, uses or disposes of a WHMIS regulated product or who immediately supervises another worker performing these duties. “In proximity” is the area in which the worker’s health and safety could be at risk during storage, handling, use or disposal of the product, maintenance operations or in an emergency situation such as a spill or fire. The physical area of risk depends on the quantity of product, its form, the extent of enclosure during its use, scheduling of work activities and persistence of the product after its release.

The Alberta government is not affiliated with these commercial training providers. **There is no requirement for an employer to use a commercial training provider or materials created by a commercial company to conduct WHMIS training.** In fact, an employer may develop their own materials and conduct the training in-house. Further, an employer will not necessarily meet the WHMIS training requirements in the OHS Code by only using the generic training courses provided by commercial providers. The training must include site specific information about the products and health and safety procedures used at the work site.

**For more information:**

The OHS Code Explanation Guide, available online at:

[http://work.alberta.ca/documents/WHS-LEG\\_ohsc\\_p29.pdf](http://work.alberta.ca/documents/WHS-LEG_ohsc_p29.pdf).

Transition from WHMIS 1988 to WHMIS 2015, available online at:

<http://work.alberta.ca/documents/OHS-Bulletin-CH010.pdf>

Changes to WHMIS Legislation

<http://work.alberta.ca/documents/OHS-Bulletin-CH009.pdf>

**To file a complaint:**

For those who wish to file a complaint on the tactics of a company soliciting them for training services, contact:

Canadian Anti-Fraud Centre 1-888-495-8501, [www.phonebusters.com](http://www.phonebusters.com)


Competition Bureau


<http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/home>

## Contact us:

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### Province-Wide Contact Centre

 Edmonton & surrounding area:  
780-415-8690

 Throughout Alberta:  
1-866-415-8690



Deaf or hearing impaired  
▪ In Edmonton: **780-427-9999**  
or  
▪ **1-800-232-7215**  
throughout Alberta

### Web Site



[www.work.alberta.ca](http://www.work.alberta.ca)

## Getting copies of *OHS Act*, Regulation & Code:

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### Queen's Printer



[www.qp.alberta.ca](http://www.qp.alberta.ca)



### Occupational Health and Safety

<http://work.alberta.ca/occupational-health-safety/295.html>



Edmonton 780-427-4952

Call any Government of Alberta office toll-free  
Dial 310-0000, then the area code and telephone number you want to reach

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