

# Workplace Health and Safety Bulletin



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

Employment and Immigration, Workplace Health and Safety has recently 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 are given the impression that the caller is someone who represents the government and that the training is required/endorsed by Workplace Health and Safety.

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 controlled product or performs work involving the manufacture of a controlled product receives WHMIS training. Controlled products are chemicals that fit in one or more of six hazard classes defined by the federal *Hazardous Products Act*. A worker who works with a controlled product is any worker who stores, handles, uses or disposes of a controlled 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.

Government of Alberta ■  
Employment and Immigration

Workplace Health and Safety is not affiliated with 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:

OHS Act, Regulation and Code

Available online at <http://employment.alberta.ca/SFW/307.html> or can be purchased from Alberta Queens Printer <http://www.qp.gov.ab.ca>.

Explanation Guide to Part 29 of the OHS Code, available online at:

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

WHMIS Information for Employers, available online at:

[http://employment.alberta.ca/documents/WHS/WHS-PUB\\_ch008.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_ch008.pdf) or the printed document is available through the Workplace Health and Safety Contact Centre 1-866-415-8690

WHMIS Information for Workers, available online at:

[http://employment.alberta.ca/documents/WHS/WHS-PUB\\_ch007.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_ch007.pdf) or the printed document is available through the Workplace Health and Safety Contact Centre 1-866-415-8690

WHMIS Poster, Check the Signs, available online at:

<http://employment.alberta.ca/documents/WHS/WHSep-ch006.pdf>


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)  
Industry Canada 1-800-348-5358

## 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.worksafely.org](http://www.worksafely.org)

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

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### Queen's Printer



[www.qp.gov.ab.ca](http://www.qp.gov.ab.ca)



Edmonton 780-427-4952

### Workplace Health and Safety



<http://employment.alberta.ca/whs-ohs>

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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