
High-pressure WHMIS training sales tactics

OHS information for employers

This resource is intended to inform employers about high-pressure sales tactics that provide misleading information regarding Workplace Hazardous Materials Information System (WHMIS) training.

KEY INFORMATION

- Alberta Occupational Health and Safety is not affiliated with any commercial training providers for WHMIS.
- Employers conducting WHMIS training are not required to use a commercial training provider or materials created by a commercial company.

WHMIS training requirements

Section 397 of the OHS Code specifies WHMIS training requirements in Alberta. Under section 397, an employer must ensure workers receive WHMIS training if they:

- Work with or near a hazardous product regulated by WHMIS.
- Perform work involving the manufacture of a WHMIS-regulated product.

High-pressure sales tactics

Alberta Occupational Health and Safety has at times received complaints about aggressive, high-pressure sales phone calls and door-to-door visits by commercial providers of workplace safety training for WHMIS. The caller or visitor may misrepresent themselves as someone who represents the government; they may also erroneously state that the training is required or endorsed by the Alberta government.

Alberta Occupational Health and Safety is not affiliated with any commercial training providers for WHMIS. Employers conducting WHMIS training are not required to use a commercial training provider or materials created by a commercial company. In fact, employers are allowed to develop their own materials and conduct the training in-house.

In addition, employers will not necessarily meet WHMIS training requirements if they only use the generic training courses provided by commercial providers. This is because the training must include site-specific information about the

WHMIS products and the health and safety procedures used at the work site.

To file a complaint

To file a complaint about the tactics of a company soliciting training services, you can contact the following Government of Canada agencies:

Canadian Anti-Fraud Centre
1-888-495-8501
www.phonebusters.com

Competition Bureau Canada
1-800-348-5358
www.competitionbureau.gc.ca

Contact us

OHS Contact Centre

Anywhere in Alberta

- 1-866-415-8690

Edmonton and surrounding area

- 780-415-8690

Deaf or hard of hearing (TTY)

- 1-800-232-7215 (Alberta)
- 780-427-9999 (Edmonton)

Notify OHS of health and safety concerns

alberta.ca/file-complaint-online.aspx

Call the OHS Contact Centre if you have concerns that involve immediate danger to a person on a work site.

Report a workplace incident to OHS

alberta.ca/ohs-complaints-incidents.aspx

Website

alberta.ca/ohs

Get copies of the OHS Act, Regulation and Code

Alberta Queen's Printer

qp.gov.ab.ca

OHS

alberta.ca/ohs-act-regulation-code.aspx

For more information

WHMIS 2015: Information for Employers (CH008)

ohs-pubstore.labour.alberta.ca/ch008

WHMIS 2015: Information for Workers (CH007)

ohs-pubstore.labour.alberta.ca/ch007

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