

## **Businesses urged to make immediate changes for new WHIMIS legislation**

### *Aggressive phone calls targeting local businesses spark BBB investigation*

Your BBB recently received reports from the Olds & District Chamber of Commerce (ODCC) stating local businesses are receiving high-pressure phone calls from a company urging business owners to make immediate changes to comply with new federal WHIMIS legislation.

The company that has been calling Alberta businesses is called [e-Workplace Training Inc.](#), is not BBB-Accredited, is based out of Ontario, has an “F” rating from BBB Serving Western Ontario as well as an alert on its BBB Business Review. The alert says:

“BBB files indicate that this business has a pattern of complaints alleging misleading high pressure sales and billing practices. The BBB attempted to contact the business by mail on May 26, 2014 regarding the pattern of complaints. The BBB has not received a response.”

E-Workplace Training Inc. also goes by the names of [e-WHIMIS Training Inc.](#) as well as the [Canadian Labour Compliance Agency](#).

Some Alberta businesses are receiving two phone calls a day as well as emails stating there are changes that have been made regarding the classification and labelling of hazardous workplace materials under WHIMIS regulation. EWorkplace Training Inc. representatives claim businesses need to take fast action in implementing the proper changes to their workplace, including an online course for employee training, which is a requirement under Alberta Occupational Health and Safety.

As ODCC was not aware of this change, they contacted your BBB to see if we could help clear the air. After BBB conducted its own investigation, here is what BBB found:

- There was a federal amendment made on February 11<sup>th</sup>, 2015 to the classifying and labelling hazardous workplace chemicals (“controlled products”).
- Some of the specific changes to the federal WHIMIS legislation include:
  - “Controlled Products” will be called “Hazardous Products”
  - Different hazard classes and more of them
  - Different classification criteria
  - New supplier labels
  - New pictograms
  - New 16-section product safety data sheets (SDSs)
  - No requirement to update SDSs every three years

- Businesses have until **June 2018** to make the necessary changes in their workplace as well as offer up-to-date training for employees
- It should be noted that since eWorkplace Training Inc. is based out of Ontario, the Ontario provincial government may have different rules and timelines as to when businesses must comply with the new WHIMIS legislation. BBB urges businesses to contact Occupational Health and Safety to be sure of timelines and other provincial requirements.

Though there was an actual amendment made to the federal WHIMIS legislation, BBB is cautioning business owners that high-pressure phone calls and persistent emails do not constitute ethical business practices.

**So, what should you do if your business receives a phone call or email from eWorkplace Training?**

- Resist requests for urgent or immediate action
- Ask for a contact name and number that you can call back after you have had time to carefully read and understand what is being asked of you and your business
- Contact Occupational Health and Safety to confirm if your business is required to make changes and train employees and when you must do so

For more information about changes to the WHIMIS legislation, visit [www.work.alberta.ca](http://www.work.alberta.ca).