



**Ontario's Workplace Safety  
Trainers & Consultants**  
Ministry of Labour Authorized Training Providers

**Manufacturing • Service Industry • Construction • Health Care**

# Industrial Safety Trainers

## Code of Conduct & Ethics

At Industrial Safety Trainers (IST), we believe that everyone benefits from practicing and promoting ethical behaviour. Treating people around us with courtesy and respect is not only a matter of personal integrity, it is good business. Treating others with respect promotes an environment of openness that allows for greater employee and customer satisfaction and loyalty.

IST has developed the reputation of being highly ethical through promotion and practice of our three values: **Respect, Safety, and Integrity**

These values have allowed our company to grow into one of Ontario's largest independently owned workplace safety training & consulting providers. It is essential for employees at IST to carry out these values on a daily basis.

This Code of Conduct and Ethics sets the standards of expectation for the way we deal with each other and clients, and how clients deal with IST representatives and employees. We expect clients to practice, promote and operate in line with our values and Code of Conduct and Ethics in order to maintain a positive and ethical business.

### Customers, Suppliers & Competitors

It is our customers and suppliers from the world outside of IST that allow us to grow, innovate and generate positive business results. Treating these external stakeholders with respect, while complying fully with our legal and ethical obligations, is central to our ability to maintain our reputation and strengthen our competitive advantage. In addition, we have a responsibility to portray our competitors fairly, accurately and without bias. The way in which we portray our competitors may impact the way our customers or other stakeholders perceive our business and our actions. IST treats all stakeholders with the highest level of respect. This includes colleagues, suppliers, consumers and competitors.



**INDUSTRIAL  
SAFETY  
TRAINERS** Inc.

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## Conflicts of Interest

Conflicts of interest exist when an individual uses their position to benefit themselves, family or friends. We expect clients to avoid any conflicts of interest. Industrial Safety Trainers will not provide any type of advantage or benefit to clients, regardless of other outside relationships clients may have with IST or its employees. Clients who attempt improper ethical behaviour to gain advantages and benefits will jeopardize their relationship with IST.

## Gifts

Exchange of gifts with the intention to gain advantage or benefits with IST is unfavourable. Gifts will be respectfully returned to the sender and clients may jeopardize their relationship with IST. Gifts received and accepted must be unconditional and consistent with customary business practices.

## Professional Conduct

All services provided by IST are conducted with professionalism, respect and integrity. Employees at IST will make every attempt to practice professionalism at all times. Employees will take responsibility for their work and refrain from making inaccurate statements regarding services provided. Clients are expected to treat employees of IST with the same professionalism, respect and integrity.

## Equality and Discrimination

People are at the core of IST's successes and at the heart of our business strategy. Our success relies on our ability to fully understand and embrace the multicultural, multidimensional world in which we live and work. When our workforce reflects the diversity of our clients, suppliers and communities our competitive advantage and reputation are enhanced. To support this commitment to a diverse and inclusive work environment, we must:

- Promote diversity and inclusion within our teams
- Seek, respect, value and leverage diversity of thought and ideas
- Hold ourselves accountable to share in the responsibility for inclusiveness
- Ensure that inclusiveness is visible in management decisions and behaviour
- Abide by the principle that all of our relationships are based on mutual respect and growth



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Employees at IST will treat all clients fairly and equally. IST will in no way discriminate based on race, gender, age or personal disability. Clients are expected to practice and promote equality when partnering and communicating with IST and its employees at all times

## Violence, Harassment & Discrimination

Violence, harassment and all forms of discrimination are critical health and safety concerns and fall within our unwavering and focused commitment to the Internal Responsibility System and our overall Health and Safety program. At IST everyone has *direct* responsibility for health and safety as an essential part of his or her job. It does not matter who or where the person is in the organization, he or she is required to take initiative on health and safety issues and work to solve problems and make improvements on an on-going basis. Violence, threats of violence, verbally threatening conduct, bullying and harassment are all health and safety issues.

Discrimination is the exclusion of others from full participation because of something that makes them different. Harassment covers conduct that is likely to create a hostile, intimidating or offensive work environment, and can include a wide range of acts from requests of a sexual nature to insults, offensive jokes, racial slurs or treating an individual in a derogatory or demeaning manner.

## Health and Safety

IST maintains a healthy and safe work environment for all of our employees, and clients and we will conduct business in a manner which takes every reasonable precaution to minimize the risk of work related injuries, illnesses and accidents. IST employees practice and promote health and safety at all times. Clients are expected to ensure that their employees are informed of health and safety procedures and concerns in the workplace. Clients are expected to ensure their facility will in no way harm their employees or the employees of IST. We expect clients to provide health and safety workplaces that comply with the relevant health and safety laws in Ontario.

IST and its client's should make every effort to:

- Take all reasonable precautions to ensure safety on the job and continuously strive to improve safety performance
- Work to promote safety awareness and a safety-first mindset



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- Emphasize prevention, the removal of unsafe conditions and the elimination of unsafe behavior
- Follow safe work practices and procedures
- Correct all safety-related deficiencies and non-conformances promptly
- Not compromise health and safety in the workplace for any reason

It is all of our responsibility to ensure that IST and its clients provide a safe, respectful and inclusive environment, free of discrimination, violence and harassment. Bias, discrimination or harassment based upon any trait that defines how we differ will not be tolerated.

IST expects its staff and clients to comply with the Client Code of Conduct and Ethics. Failure to comply with this code may result in termination of an employee or client's relationship with Industrial Safety Trainers.

*Respect, Safety, Integrity*

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**Contact Us**

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**Training Needs**



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