



## EXTERNAL STAKEHOLDER EXPECTATIONS AND CONDUCT POLICY

### RATIONALE:

The mission of the Alberta Construction Safety Association (ACSA) is to engage our stakeholders in supporting a culture that promotes health and safety values.

### DEFINITIONS:

“Stakeholder” means an individual who is an ACSA employee, prospective employee (job applicant), worker, board member, contract instructor, volunteer, class participant, or is otherwise engaged in ACSA business or work activities as a contractor, vendor, client, customer, service recipient, member, associate member or visitor (any member of the public who visits an ACSA workplace or interacts with the ACSA in any manner).

### POLICY:

All stakeholders are encouraged to take advantage of our programs to enhance their safety understanding.

Your ACSA is committed to providing quality education, training, and programs to our stakeholders and recognizes that individuals may possess academic limitations that are beyond the abilities of the ACSA to accommodate. We encourage anyone seeking further information on possible accommodations, to contact our Client Services Team.

ACSA course times are from 8:00 AM to 4:00 PM MST. Stakeholders arriving after 8:30AM MST may not be granted access to the course.

Stakeholders attending a one (1) day course who are unable to participate for thirty minutes or more will not receive certification and will be asked to sit the course again. Stakeholders attending a course lasting two (2) or three (3) days, who are unable to complete the entire course, will be permitted to rebook any remaining days missed, provided they attend the makeup class within 30 days of the original course date and use their original course material. If this is not possible, the participant must repeat the full course. To achieve certification, participants must be in attendance and actively participating for the duration of the course.

Your ACSA is committed to providing a safe, respectful workplace that upholds the dignity of every individual. Harassment, discrimination, or violence will not be tolerated. This includes a respectful learning environment that all stakeholders are responsible for maintaining. Stakeholders are expected to engage in respectful, inclusive communication, both verbally and written with their fellow classmates, instructors, and ACSA staff. Those who fail to conduct themselves in a respectful and professional manner may be subject to removal from the learning environment.

Date Approved: 30/10/24

Approved By: Mark Hussein