

Am I at risk?

- Do you operate in Canada?
- Do you promote or market your products or services?
- Do you bid for contracts?
- Is there a dominant player in your market?
- Do you talk to your competitors about business?
- Are you a member of any trade associations?

If you answered “yes” to any of these questions, you might be exposed to competition law risks.

What are the risks if I don't comply?

You could face:

- Hefty fines, penalties and jail time
- Litigation costs
- Inability to bid for government contracts
- Damage to reputation and loss of customers

Get in touch with us ... it's quick and easy!

We're here to help. Your questions and feedback are important to us and we'll address them as quickly as possible.

Reach out to us to:

- Ask a question
- Report suspicious activity
- Suggest a sector of the economy that you think we should examine

 competition-bureau.canada.ca

 1-800-348-5358 (Canada)

1-866-694-8389
(for hearing-impaired only)



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Compliance Starter Pack

Tips for owners or managers of small & medium sized businesses on compliance with Canada's *Competition Act*.

What is a compliance program?

A compliance program is a set of business practices that's meant to help you stay on the right side of the law.

It can help you:

- Do business with larger companies
- Attract potential buyers for your business if you want to sell it
- Keep your marketing activities compliant
- Spot when others in the market are not playing by the rules



A compliance program does not need to be complex or costly to be effective. It can easily be scaled to your organization's size, resources and risks.

Small businesses with strong compliance programs are in the best position to do the right thing and operate within the law.

Even the smallest businesses can have a compliance program. Start your compliance journey by following these tips:

1 Commit to compliance

Show your commitment through your actions and speak to your people about the value of compliance.

Examples:

Learn the elevator pitch, attend training with your employees, allocate resources to compliance.

2 Designate a compliance officer

Select a senior employee who is diligent and that you trust. Compliance can be one of their responsibilities.

Examples:

Finance manager, accountant, lawyer.

3 Assess your risks

Consider the possible compliance and ethics risks to your business.

Examples:

Competition and marketing rules, other areas like environmental, health and safety.

4 Set up a compliance process

Create simple procedures aimed at the risks you identified.

Example:

Provide do's and don'ts lists and step by step processes to staff.

5 Train employees regularly

Share the program with your employees, train them and communicate regularly.

Example:

At staff meetings, review the Bureau's Compliance Bootcamps and discuss compliance topics.

6 Create a reporting mechanism

Tell your employees about how they can confidentially share concerns or possible misconduct without the fear of retaliation.

Examples:

Use an anonymous reporting box, report suspicious activity to an external accountant or lawyer.

7 Monitor & audit regularly

Check if your program is working properly.

Example:

Have your compliance officer conduct surprise visits to a work crew.

8 Reward compliance leadership

Recognize employees who show compliance leadership.

Examples:

Appreciation letter, cash prizes, or promotions.

9 Discipline misconduct

Take appropriate action against anyone who has not followed the program or the law.

Examples:

Warning, suspension, dismissal, or legal action.

10 Evaluate & revise

Once you have created a compliance program, evaluate it regularly and update it when necessary.

Example:

Check with your employees for improvement suggestions or challenges they face when following the program.

★ Lucky you, we have even more tips on our Compliance Hub!

