Getting Started Guide: Contractors

Welcome to ComplyWorks. The purpose of this booklet is to assist you with setting up your subscription and meeting and maintaining compliance requirements for your Employer(s). We have listed general guidelines below that incorporate most employer requirements. Your account may not require all items shown. Each contractor’s subscription is unique, so please complete your specific requirements.

Setting up your subscription
You have been asked by your Employer, who is creating their preferred contractor list within ComplyWorks, to participate so that they can view and manage your Health and Safety information online rather than manually as they have in the past. There are four stages to complete before you may be considered compliant. All stages should be completed before you may be considered for work.

Stage One
Start your subscription – Basic corporate information
If you have been requested by an Employer to be listed on our Registry, you will need to open your account using the Activation Code assigned to your company - you should have received the Activation code in a communication from ComplyWorks. Go to www.complyworks.com and click on New Subscriber Sign-up, enter the Activation Code and click on Register. Complete the initial company information.

New Subscription
Introduction to ComplyWorks

If you are interested in purchasing one of ComplyWorks Online Training Courses please Click Here.

Are you pre-registered?

If you received notification that a client requests your participation, please use the Activation Code or Registration Link that was provided in the letter. It will ensure that your company is automatically placed on the list of those clients that are already requesting your data.

Activation Code: [enter code]  Register

not pre-registered. continue
If your subscription has not been pre-registered (created by an employing company), click on the New Subscription page and you will be asked to enter your Business name. The system will confirm if that Business name is already listed in the system and will show a message similar to this one.

Enter your Administrator email address, create a password, enter your business contact information, select peak number of employees and Workers compensation coverage and finally agree to the Master Subscription Agreement.

If your subscription has been pre-registered, then create a password and fill in or update any missing or incorrect information.

Click and enter Peak number of employees per year, select your Workers compensation coverage and agree to the Subscriber Agreement.

Click .

If you see a list of items listed, correct the missing or incomplete information and click Next again.

To view the complete Master Subscription Agreement, click on the words (which are a link) and a pdf version of the document will open in a new window. It is a 9 page document which can be printed if required.

A valid email address is required.
* The password fields must be identical and at least 8 characters long.
* The four digit security code must match the image.
* First Name cannot be blank.
* Last Name cannot be blank.
* Telephone must be at least 10 digits (area code and number).
* Street cannot be blank.
* City cannot be blank.
* Province cannot be blank.
* Country cannot be blank.
* Postal Code can be blank.
* You must select the number of peak employees to continue.
* You must agree to the terms and conditions to continue.

If you need assistance, please contact our Customer Support.
Stage Two

Pay for your account. To activate your subscription, you must pay for it. The subscription type will be based on the number which you entered for your peak number of employees. Select Basic or Premium subscription and click to complete the payment process. Payment can be made by Credit Card, cheque or money order.

If your subscription was suspended, you will see the Upgrade or renew page immediately after logging into the account.

Once your account is paid, you will proceed to Stage Three to enter your requested HSE information.

If you have forgotten your login information either click on Forgot Your Password (main home page) or contact Customer support for assistance: Email—support@complyworks.com / Phone (403) 219-4792.

QuickStart option: We offer our QuickStart option for those who are unable to access our Solution online, to users who are not computer comfortable or to clients who require more personal assistance to complete the initial set-up of their subscription. This is a completely optional service where we will send you the questionnaire and a list of documents which are requested. Once you have returned the information to us either by fax or mail, then we will enter your data online and publish on your behalf. This is a one-time service and does not include any updates or subscription management beyond the initial data input.

The time required to complete the initial set-up is fully dependent upon the length of time to receive your full information. This fee is in addition to the Basic or Premium subscription rate.
Stage Three
Preparation - Collect the documents and detailed information you’ll need.

To get your account compliant, you’ll need to provide us with specific information as requested by your client(s).

Before getting started take a few minutes to gather up your required documents:

a. Insurance — Depending on the services you provide this may include some or all of the following:
   - Commercial General Liability or Professional Errors & Omissions
   - Umbrella liability
   - Auto
   - Aircraft
   - Forest fire

b. Safety certificates — Depending on your region and service type, this may include any or all of the following:
   - Technical Standards & Safety Authority (TSSA) Certificate – Ontario only
   - Electrical Safety Authority (ESA) Certificate – Ontario only
   - Regie du Batiment du Quebec (RBQ) Certificate – Quebec only
   - Certificate of Recognition (COR) or Small Employer Certificate of Recognition (SECOR)
   - ISO certification

c. Workers’ Compensation — a clearance letter, letter of good standing (the name of the document varies from region to region) or proof of current coverage as well as your operating jurisdictions’ premium rate /experience rate differential statement(s) where you carry coverage.

d. Documenting of Audited safety programs — Depending on your region, this might include the Certificate of Recognition (COR or SECOR), ISO, ANSI, OSHA or other safety programs.

e. Tax information – Your company’s GST, HST, RST or QST number

f. Signed Health, Safety & Environment (HSE) Handbook / document

g. Non-disclosure / Confidentiality agreement

h. Company Specific Terms & Conditions

Entering your information

Company heading
In this section you will see the following listings (in order of completion) where your basic subscription information will be added or adjusted:

- Corporate Information
- Account settings
- Questionnaire & Documents
- Publish

You will need to complete each area to bring your account to a compliant status.

As you work through each area, watch for the words Edit, Save or Submit.

When you enter information, or if you need to change information, you will need to click one of these buttons to gain access and make the updates.

At any time you can leave the questionnaire (it saves automatically) and return to continue from the point you left off.
Corporate Information

Corporate information details a list of contact people for the subscription. We suggest listing a few different contact people for better subscription continuity. For more information on creating contacts, visit https://cw1.complyworks.com/helpsystem.php?page=member_basic_edit.php&show=m#subscription

- **Company Contact and Directory Information**—general business contact information
- **Administrator**—generally the person who will be doing the majority of account maintenance and upkeep for the subscription. This person will receive all account emails (automated and personalized).
- **Main Contact**—the contact when the Administrator is unavailable/unreachable.
- **Alternate Contact**—the contact if neither the Administrator nor the Main contact are available.
- **After Hours Contact**—the company contact for assistance after working hours (when required by employing companies).
- **Bill to Contact**—the contact if there are billing inquiries if listed differently from other contact listings.

To adjust your account information, click **Edit**. After making changes, choose **Save** at the bottom left of the screen.

Account Settings

Account settings allow you to enter some of your basic business information as well as manage client access to your subscription. Within each section once you’ve made changes, click **Save** or **Submit** to update the information.

1. **Services provided**—To highlight the services that your company provides, select the service on the left column and then click **>>** to move it onto your list. Click **Save** to update the list before continuing to the next heading. Note that you should only choose the services that you do provide. If you choose more services, the rating of Compliance may become harder to achieve.

2. **Company Profile**—3 sections listed immediately below enable the system to assemble the questions which will be asked in the Questionnaire. Click **Save** at page top or bottom to update the account before continuing to the next heading.
   - **Questionnaire builder**—In general, if your employers are in the oil and gas industry, you will be requested to complete the Compliance Standards Questionnaire. Other questionnaires are specific to particular employers and will be completed only by request. In most cases, your specifically required questionnaire will be pre-selected.
   - **Number of employees**—List maximum number of employees working over the previous calendar year.
   - **Operating jurisdictions**—Select North America and then the province(s)/state(s) in which you are currently performing work. Do not specify provinces in which you do not hold valid Workers’ Compensation coverage as this will affect your compliance rating.
Account Settings cont.

3. **Access Permissions**— Many subscribers select “All Registered Employer Companies” so anyone in our system can request access to information. If you wish to limit access, choose **Only Selected** or **All Except** options (see descriptions at line end)

4. **Directory page**— To better market your company to employing companies, enter a description of your company and the services that you provide.

5. **Company logo**— Upload (save) your company logo in GIF, JPEG or PNG format to your account to display it on your profile.

6. **Property Management Categories**— If you work for Property Management clients, this category will require completion as well.

---

**Questionnaire and Documents**

**Questionnaire**

The questionnaire may include topics about your company work history, industry coverage (depending on your industry and services provided, this may include insurance, workers’ compensation, safety certification, etc.), safety and environmental performance as well as document upload spots where confirmation documentation are required. For more information on how to answer the questions or upload documents, see the section below or watch our help videos by clicking **Help Videos**.
Within the questionnaire, you will enter your health, safety, environmental data, insurance, workers compensation and other required information which your client is asking to see. For the initial set-up of your account, you should focus your time on the section headings below first, because these are required to give you a risk rating.

- **Statements**
- **Business information**
- **Insurance**
- **Workers compensation**
- **Safety Program information**—System questions
- **Safety and Health Statistics**—All are mandatory except for vehicle mileage.

Other Employer specific sections may also be listed which may be mandatory to allow publishing. These may include, but are not limited to: **Environmental Performance, Quality Management, Regulatory Compliance, References, Terms & Conditions, Hazard Assessment & Control, General Information**, etc.

The remaining questions should be answered at your convenience, but we suggest that you work through all sections as soon as possible.

If you are a one-man operation, many of these questions will not be applicable and it may be acceptable to answer **No** without affecting your rating. As you work through completing the subscription, the documents you require for your account will depend on your questionnaire answers. If you do not have the specified documents, you may need to request them from the applicable organization(s). For questions which require a document to be provided, there will be an upload area immediately following the question.

**Documents**

Options for uploading the document include:
- Paper Fax-in (using a specific bar coded cover sheet)
- PDF file upload (it cannot be a picture format file such as jpeg or tiff). The documents to be provided could include some or all of those listed in Page 4 (Stage Three: Preparation)

If you have paper versions, select the Paper Fax-In option and print the bar code page that appears. Fax the required document along with the appropriate bar code cover page to the fax number on the bar code page. You will need to fax each bar code and accompanying document in a separate group for it to appear correctly in the system. You will receive an email confirmation that the document has been received to your profile.

If you have these documents saved to your computer in PDF format, upload them to your subscription. The document will also be verified to confirm the information shown is acceptable for the client once your subscription is published.

We are unable to accept documents faxed directly to our main fax number. With any document upload, you can ensure that the process was successful by confirming the submitted date and time under the heading on the documents page. Click on the title of the document and then you will see the submitted date listed immediately below the blue title if it has loaded successfully. If the date is not current, you may need to work through the upload process again to load the document properly.
Stage Four
Publish your information
In order for your employing companies to see the information you have entered, it needs to be published. Select Company, then click Publish. This will pull the information from your system to ours and make it available for viewing by clients or employers.

Publish
You must publish in order to complete your profile. If you haven’t published, employing companies will either see no data (if you haven’t previously published your data) or old data (if you were updating your information). You may not be allowed to publish if you haven’t completed some of the compulsory questions and you will see a Data Quality Advisor screen.

If you have not completed the compulsory questions, this screen will list those specific questions which still require an answer. The Data Quality Advisor will list: the question and the section of the Questionnaire you will find it located in. Complete these in the Required Questionnaire and then proceed to Publish.

To publish, enter the requested information in Authorizing Officer of your Company, click Agree and then click Publish. Employing companies can now see your up-to-date information.

Data Quality Advisor
Unanswered Questions
You have missed answering some questions that are deemed mandatory by your clients. Complete your answers to the below before you publish, or your data will not meet the minimum requirement for a quality assessment.
The following unanswered or not dated questions are being asked by the listed employer(s):
Employer(s) with * have indicated that these questions are mandatory and must be answered before you can publish your information.
If you do not wish to answer the questions required by a specific employer, you can choose not to release to that employer, on this page.

Insurance
Q. Please state your policy number for your Commercial General Liability insurance.
   * Company A
   * Company B
Q. Name of insurance company providing Commercial General Liability insurance?
   * Company A
   * Company B
Q. Does your Commercial General Liability Insurance policy name the employer companies as additionally insured?
   * Company A
   * Company B

Workers Compensation
Q. Do your company’s owners or workers perform work on clients’ or other employers’ workites?
   * Company A
   * Company B
   * Company C

Default for the Publishing Agreement is Do Not Agree, and must be changed before you can click Publish.
If you forget to change to Agree, the reminder pop up will appear. Press OK, change selection to Agree and click on Publish.

Administrators: It is your responsibility to maintain the subscription through updates and changes as required. As the account has requesters added, new questions and documents may be added. Please check your subscription frequently.
Maintaining your account

Once you have completed the initial set-up, you’ll have to do a little account maintenance to keep it current. The items listed below may require your attention over the course of the year. The ComplyWorks system will notify you either by email alert and through the questionnaire when some areas are or soon to expire. While you will need to keep track of other information.

- **Workers compensation documents**—Every January (and some provinces such as Ontario will require quarterly updated letters), you will need to update your Workers’ Compensation clearance letter for all provinces /States in which you operate (if you only operate in Alberta and British Columbia; we receive daily automated updates from these provinces) as well as the Employer Premium Rate statement. We require that you maintain a current clearance letter for each province/State you have coverage in.

- **Insurance information**—Signed current insurance documents, policy numbers, expiration dates and insurance provider information must be kept current. If your insurance policy changes, you will need to upload the new insurance certificate and update the Questionnaire & Documents with the new information (i.e. expiry dates, coverage amounts, etc.). If one or the other is not updated, you will receive either an automated notification or a verification note stating that your insurance is out of date; the questionnaire information and the certificate need to reflect the same information. If you cancel an existing policy which is listed on your account, please ensure you replace it with a valid current policy and its information.

- **Safety certification**—This must reflect a current expiry period. If your certificate has expired, you will need to upload a new document as well as update the information in the Questionnaire & Documents section.

- **Contact information**—If you move to a new location, change phone numbers, use a new internet service provider, receive a new e-mail address, etc., please update your contact information so we can get in touch with you when necessary.

If for some reason, your account becomes out of date, we will maintain your data in the condition that is supported by the uploaded documents. This may change your compliance level, which will affect your ability to work for some or all of your employers. For example, if you have adjusted your questionnaire to show new insurance coverage but have not provided a new certificate, we will be required to change the information back to match the existing certificate. This may give you a high risk rating.

---

Contacting us if you require assistance
We are here to help, if you require assistance to create, setup or maintain your account.

In North America

By Email
support@complyworks.com (English) / aide@complyworks.com (Français)

LiveChat, available to all subscribers while logged in

By Phone
+1 403 219 4792 (+1 416 621 9854 Ontario)

Hours of Operation
Monday to Friday – 06:00 to 18:00 Mountain (UTC-06)

FR- Lundi au Vendredi - Heure des Rocheuses (UTC-06) – 6h00 à 18h00

---