

Contractor & Supplier
Management for Global
Industries.



Contractor & Supplier Management that Adds Value for Everyone— Including Contractors & Suppliers

Oil and gas, mining, property management, construction, transportation...the list of global industries that rely on contractors, suppliers, and other service providers to get work done is virtually endless. Why? Because the benefits of utilizing companies with specialized skills and areas of expertise are considerable. So are the risks. Regulatory, financial, operational, quality management, environmental, safety, corporate policies...if contractors and suppliers aren't compliant in these areas and more, they can put your company, your employees and your customers at risk in a number of ways.

The consequences of those risks can be high: fines and litigation, financial mismanagement, inferior work quality, environmental damage, injury and loss of life, security violations, and so on. What's more, the costs of these consequences can be staggering. The company, executives and individuals that hired the contractor or supplier are increasingly being held liable in both civil and criminal courts of law.

ComplyWorks® can help you mitigate these risks globally. Our ComplyWorks Management System, along with the expertise of our people, increases compliance of your service providers with industry, regulatory and corporate requirements, and provides the due diligence needed to reduce your exposure to liability. At the same time, using ComplyWorks to better manage external service providers lowers your costs, streamlines operations and increases productivity for everyone—employing companies like yours, your contractors and suppliers, and the individuals on your worksites worldwide.

The Complete Contractor and Supplier Engagement Lifecycle

Traditionally, contractor and supplier management has only addressed an isolated portion of the engagement lifecycle. This is true for both automated systems and manual processes, which typically only deal with prequalification or communication or the contract. And they do that by imposing inflexible processes that don't apply or scale across industries, regions of operation, or company departments. As a result, they only provide a portion of the value that you expected.

For example, a property management company in the United States that utilizes contracted janitorial services does not have the same needs, systems or processes as a mining company in South Africa that sends the employees of contractors 2,500 meters below ground. And both service providers present different types and degrees of risk to their employers. Rigid systems that apply the same compliance standards and processes to both are counter-productive, and become an obstacle to getting work done. One size does not fit all.

What employing companies in all industries need is a solution that manages contractors and suppliers at each stage of their unique engagement lifecycles.

Prequalify

Prequalify your contractors, suppliers and individuals before they're needed by communicating your requirements to them, collecting relevant information and documentation from them, and evaluating their compliance with those requirements.

Select

Easily search, identify and select compliant contractors and suppliers from your preferred list, when and where you need them.

Engage

Hire one of the compliant contractors or suppliers from your preferred list, or request an exception to use a contractor or supplier that has fallen out of compliance via an auditable risk mitigation plan.

Manage

Communicate compliance requirements to contractors and suppliers, track whether communications are received and understood, and ensure the requirements are met. Alert internal and external users when service providers fall out of compliance and take corrective actions. Securely share documents and other information with the users that need them, and track data on individuals, assets and processes.

Complete

Evaluate and process project completion sign-offs, invoices and other transactions against master service agreements, statements of work, service level agreements and other compliance requirements.

Measure

Measure contractor and supplier performance and incorporate results into continuous feedback loops.

Improve

Use performance criteria relevant to your business, apply scoring formulas, upload contractor and supplier audits and replies, monitor and manage performance improvement over time, audit internal and external processes and incorporate the results into improved work procedures.

COMPLYWORKS



External users and systems

PREQUALIFY

SELECT

ENGAGE

MANAGE

COMPLETE

MEASURE

IMPROVE

EFFECTIVE
SUSTAINABLE
CONTRACTOR
MANAGEMENT

Internal users and systems

The ComplyWorks Management System: A Solution for the Complete Contractor & Supplier Engagement Lifecycle

The ComplyWorks Management System is the only solution that manages contractors, suppliers, individuals and other service providers through the full procurement lifecycle, from prequalification of service providers through to project/contract completion and continuous feedback and improvement.

Consisting of a suite of scalable and flexible tools, the ComplyWorks Management System (CMS) enables you to implement global solutions that meet the unique needs of your business, industry and operating regions. This lets you manage compliance with regulatory requirements and corporate policies in areas such as health, safety, environment, security and so on, with a single solution that is securely accessible by decision makers across your organization. Contractors, suppliers and individuals know what's expected of them and whether they're compliant with those expectations. Field supervisors can make hiring decisions based on up-to-date information. Office personnel gain a real-time view into field operations and contractor and supplier relationships. And executives have the reporting and auditing capabilities to ensure that the risk associated with external service providers is mitigated, corporate policies are enforced, and regulatory requirements are met.

CMS does all this by automating processes, tracking communication with contractors, suppliers and individuals, and giving all users access to the real-time information they need to get to work. The results are more effective risk mitigation, lower costs, greater productivity, and stronger relationships between employers, service providers and the individuals who work for both.

Prequalification & Selection

The CMS MatrixWorks tool lets you easily prequalify contractors and suppliers according to your own unique criteria, and then quickly identify appropriate service providers when and where they're needed. You can also organize them by service type, location or any other criteria that's relevant to you, and use CMS' Multiple-Level Compliance capabilities to address the needs of various groups across your organization. For example, an operations group at a mine can apply more stringent safety compliance requirements to contractors, suppliers and individuals that work below ground than it does to those that work above ground, while the supply chain group can manage compliance of the same service providers with corporate procurement and finance policies.

Risk Mitigation & Exception Handling

The cost of delays caused by field staff waiting for authorization to use non-compliant service providers can be significant. For example, instead of letting a \$100,000/day drilling rig sit idle for hours or days while authorization is received to use a welder that's fallen out of compliance for a minor reason, field supervisors will often hire the welder and ask for forgiveness later. The CMS RiskWorks tool enables risk mitigation plans to be developed, communicated, authorized or denied, and implemented—globally—in real time. In an example similar to that above, a rig supervisor was able to request authority to use a contractor that had neglected to upload a new insurance certificate. The time between submitting the request and receiving approval to use the contractor from two levels of authority at the head office—with the requirement that the contractor be supervised more closely than usual—was 19 minutes.

Auditable Communications

The CMS InformWorks tool lets you send email to internal and external recipients, track receipts, and require acknowledgement of understanding or agreement. This allows you to audit which contractors, suppliers and individuals have read an email, and which ones haven't. You can even implement tiered communication plans that start with email, followed by fax, telephone messages and regular post to assure automatically that contractors and suppliers that don't respond to email receive critical information. Our customers have used InformWorks to ensure oilfield services companies have received safety updates, janitorial firms are aware of new security systems at the facilities they work at, and all types of service providers agreed to new invoice payment procedures.

Real-time Alerts & Notifications

With the CMS AlertWorks tool, the relevant people in your company receive alerts and notifications of events such as the compliance level of contractors and suppliers changing, the status of assets being managed with the TrackWorks tool being modified, or an employee needing to renew a certification. For example, the project manager at a construction site can be notified that the worker's compensation of the concrete subcontractor that's showing up next week has expired, while the supply chain department receives notifications 90 days before master service agreements with any subcontractors need to be renegotiated.



COMPLYWORKS®



Secure Information Sharing & Collaboration

Binders full of paper documents and CDs with PDFs can become obsolete minutes after they're created. The CMS StorWorks tool ensures that all external and internal groups and individuals have secure, online access to the up-to-date information they need to do their jobs. This eliminates the costs of manual distribution of information, as well as the time, cost and risk of incorrect work based on out-dated information. For example, a municipality can upload new environmental policies concerning the use of pesticides on public land with a few mouse clicks, and make that information available instantly to landscape and arbor care companies contracted to perform park maintenance.

Employee & Asset Tracking

The CMS TrackWorks tool brings together information from the spreadsheets and systems spread across your organization and makes it available to the people who need it across your organization. Whether it's the tracking of assets, people or processes, TrackWorks allows information to be uploaded directly from the field instead of being sent to the office to be entered into a spreadsheet and the updated spreadsheet to be emailed back. It also ensures that groups across your organization share information securely and have a real-time view into operations. Take the case of a pipeline company that used TrackWorks to track routine testing and maintenance of its gas pipelines that was required by law. Before TrackWorks, the test reports would be faxed in to the head office, sent to the operations, safety and regulatory compliance groups, entered into three different spreadsheets, scanned into a PDF and saved in three different network folders. With TrackWorks, the testers can enter required data directly, attach a PDF of the test report, and all three groups quickly have access to the information they need.

Expert Services

With ManageWorks service programs, our contractor and supplier management experts help you get the maximum value out of your CMS system, from architecting and implementing a solution tailored to your business requirements through to ongoing administration and training. Using CMS' workflow automation tool, our team can also put your manual, paper-based processes online and tie them into your departmental and enterprise systems.

RegistryWorks:

Subscribe once, work for multiple employers

With a RegistryWorks subscription, contractors, suppliers and other service providers can enter the relevant information requested by one employing company, and make it available to that company and others. Subscribers receive warning notifications prior to insurance and other certificates expiring so they can renew before they fall out of compliance. They also receive alerts when their compliance level changes, so they can quickly take corrective action before they lose out on work. This not only saves them the time and money of manually sending health, safety, environmental, security, financial and other information to each of their employing companies, it lets them manage their relationship with those companies in real time. RegistryWorks also gives them exposure to all employing companies that need their services in their region—and that require service companies to be prequalified through ComplyWorks.

Standalone ComplyWorks Products

Online Training & Orientations

CourseWorks provides affordable online training that can be accessed by anyone with an internet connection. It replaces costly and time consuming classroom learning with industry-recognized courses that can be completed at the student's convenience. CourseWorks can also be used to deliver general or site-specific orientations in a variety of formats, including video, PDF and customized online courses, along with a variety of sign-off and acknowledgement capabilities. This ensures contractors, suppliers and individuals report to the job site with the required orientation and/or training completed, tracked and verified, along with a printed wallet-size certification card.

MSDS Management

MSDSWorks provides up-to-date MSDS' for all the chemicals on your worksites and makes them quickly and easily accessible online. Employees can also print MSDS' if they need hard copies, along with the required WHMIS labels for containers. By managing MSDS' in a central online location, and organizing them in virtual binders that are relevant to your business, MSDSWorks helps you fulfill regulatory requirements and maintain a safe workplace for your employees at a lower cost than manual processes.



COMPLYWORKS®



Get ready to work.

ComplyWorks: Your Partner for Global Contractor and Supplier Management

ComplyWorks is a global leader in providing Compliance Management Solutions to help customers streamline contractor and supplier management and supply chain processes. Our solutions automate the collection and monitoring of relevant data for specific job sites and regions, and provide that data to decision makers as actionable intelligence. Over 175 employing companies—from small and mid-size businesses to Fortune 500 and Global 2000 enterprises—in Canada, the United States, Europe and South Africa use ComplyWorks to manage over 50,000 contractors and suppliers. The results are stronger employer/contractor and supplier/employee relationships, better risk mitigation, and improved operational, financial, environmental, quality, safety and other indicators. ComplyWorks is headquartered in Calgary, Canada.



235 – 17th Avenue SE, Calgary, AB, Canada T2G 1H5 403.219.4792 info@ComplyWorks.com www.ComplyWorks.com