



SAFcomm[®]
Safety and Compliance

www.safcomm.com.au



Contractor Compliance
Management



Company Profile

SAFcomm® is a fully managed contractor compliance service focused on meeting the needs of our Clients and their contractors and suppliers. Our service has been specifically designed to address many of the issues facing companies in today's competitive market.

The Directors of SAFcomm® all have extensive hands-on experience in the Risk Management, Operations, Maintenance and Occupational Health and Safety areas across a wide range of industries.

It was this depth of knowledge which enabled them to see the need for a Contractor Compliance Management Service which allows businesses, to effectively manage their risk exposure and achieve consistency in contractor management, allowing companies to maintain their focus on their core business objectives

Our Mission

It is our mission to be the premier provider of specialised contractor compliance management services to our clients and our members. As a team we will achieve this through continuous improvement, use of advanced technology and the further development of our alliance partners to allow us to provide and maintain a full quality service.

As businesses expand the number of contractors in their workplaces, the risk exposure increases in many cases without the management methods developing correspondingly to deal with the risk.

By becoming a client of SAFcomm® your company not only benefits from our uniquely developed Contractor Compliance Management Service but also, demonstrates a proactive attitude to your customers, staff and contractors alike and shows your ongoing commitment to reduced risk in the work place.

Our Future

SAFcomm® is working hard to build a reputation of quality and service, to do this we have formed alliances and associations with professional organisations to work with us to offer a full range of services to our clients and their contractors and suppliers.

Risk (n) -

“the chance of something happening that will have an impact on objectives”

(measured in terms of a combination of the consequences of an event and their likelihood)

Source: AS/NZS 4360 Risk management

Our Aim

SAFcomm® aims to work with you by taking the partnership approach. Like a business partner we take the time to listen to your needs and understand your overall business objectives to develop a strategy specifically suited to you.

We work with you on addressing any key issues you have with your existing contractor management to ensure that implementation of the SAFcomm® service is tailored to meet your objectives and deals with these issues.

**We work with you and
your Contractors to meet
objectives**



Our Commitment

SAFcomm® is committed to:

1. Providing highly competent staff, with the relevant skills with a strong customer focus.
2. Adopting a best practice approach for quality and service based on a continuous improvement cycle.
3. Maintaining open and honest communications to further develop working relationship and alliances.
4. Helping you and your Contractors meet your business objectives for contractor management.

Our approach
effectively
manages your
contractors to
achieve the
highest
performance
from your time
and budget.



Our Approach

It has become clear that increased competitiveness in many industries have seen a rapid transformation to work environments and personnel systems with the outcome being increased levels of out-sourced work.

Out-sourcing can have a very positive result on cost savings and flexibility of skills, although if managed poorly can have a negative effect on the quality of work, OH&S performance and company reputation. So many companies regardless of industry or size are faced with the challenges of managing their risk exposure as a result.

Some of the influences that caused these changes and created these challenges are:

- Leaner employee numbers and services
- Reduced specific skill levels within organisations
- Growth in the number of regulatory compliance issues
- Financial pressures from insurance markets
- Increases in litigation

Our approach is to work with you to meet your individual needs and to assist in reducing your contractor risk through implementing an effective, low cost management service.

Are you identifying your risk and managing your contractors compliance efficiently?

You need to ask the critical questions:

1. Do we have access to all contractor compliance data 24/7?
2. Are our contractors compliant with legislation & company standards?
3. How do we identify high risk areas that need assistance?
4. How do we effectively reduce the risk from our contractor relationships?
5. How do you pre-qualify contractors to ensure compliance?
6. How do we obtain, verify contractor insurance information?
7. How do we management the on-going compliance of our contractors?
8. How do we work with our contractors to build and improve on safety and compliance performance?

Compliance -

“the act of doing as required either by law or following corporate standards or advice of a qualified professional.”

Source: CCH Australia Limited
- CCH OH&S Glossary

The good news *there is an effective* **SOLUTION**

With SAFcomm® you will have accurate and timely answers to all these important questions and provide you with assurance that due diligence requirements are being met. The result will be reduced business risk due to increased management efficiency and higher contractor compliance.

Balancing the risk & contractor control



SAFcomm® has developed a comprehensive Contractor Compliance Management Service, which works with you to minimise your risk exposure. It is specifically designed to meet the challenges of contractor and supplier compliance management, enabling you to ensure your contractors or suppliers comply with your safety and insurance requirements and relevant legislation at all times and you have easy access to all information.

Our focus is
work with you
to meet your
individual
needs and to
assist in
reducing your
contractor risk

Service Profile

The SAFcomm® management service has been specially designed to assist you in identifying all areas of compliance needed to suit your industry and working relationship with your Contractors and Suppliers. We work closely with you and provide assistance tools to help classify your contractor risk and establish compliance criteria for each contractor.

As part of our service we collect all the compliance information from your contractors or suppliers to the pre-set criteria. SAFcomm® will physically verify all insurances, consult with you on compliance, load all contractor information into the SAFcomm® On-Line database for your viewing and approval and we will manage the on-going contractor compliance through our notification of change system.

With SAFcomm® we will manage the administrative aspects of your contractor compliance so you are free to play a more hands on role in reducing the risk of contractors in your workplace.

»» Verification

We verify all insurance certification with the individual insurance providers before the contractor is passed as compliant. All contractors insurance certificates are scanned and stored for your viewing.

»» Compliance

We record all relevant licenses, training, safety performances, safety management plans, procedures and contractors internal practices via a comprehensive questionnaire. The questions have been carefully developed to draw out every level of detail required to suit the clients and contractors compliance needs.

»» Technology

We have developed a user friendly on-line data portal for you to access all information and view all documentation on your contractors 24/7. The system has been built, with a high level of encryption for security and backup power and data controls.

Let
SAFcomm®
take care of
all the
administrative
aspects of
your
contractor
compliance

» Notification of Change

Any changes to contractor compliance records, documentation or insurance details will activate a "notification of change" email to you and your contractor. This provides confidence that all contractors working within your organisation are always up to date and compliant. This also, allows your contractor to internally manage their own compliance requirements.

**Access to all your
critical information in
one location**



Our service is
about working
with you to
understand
and meet
your business
needs and
objectives

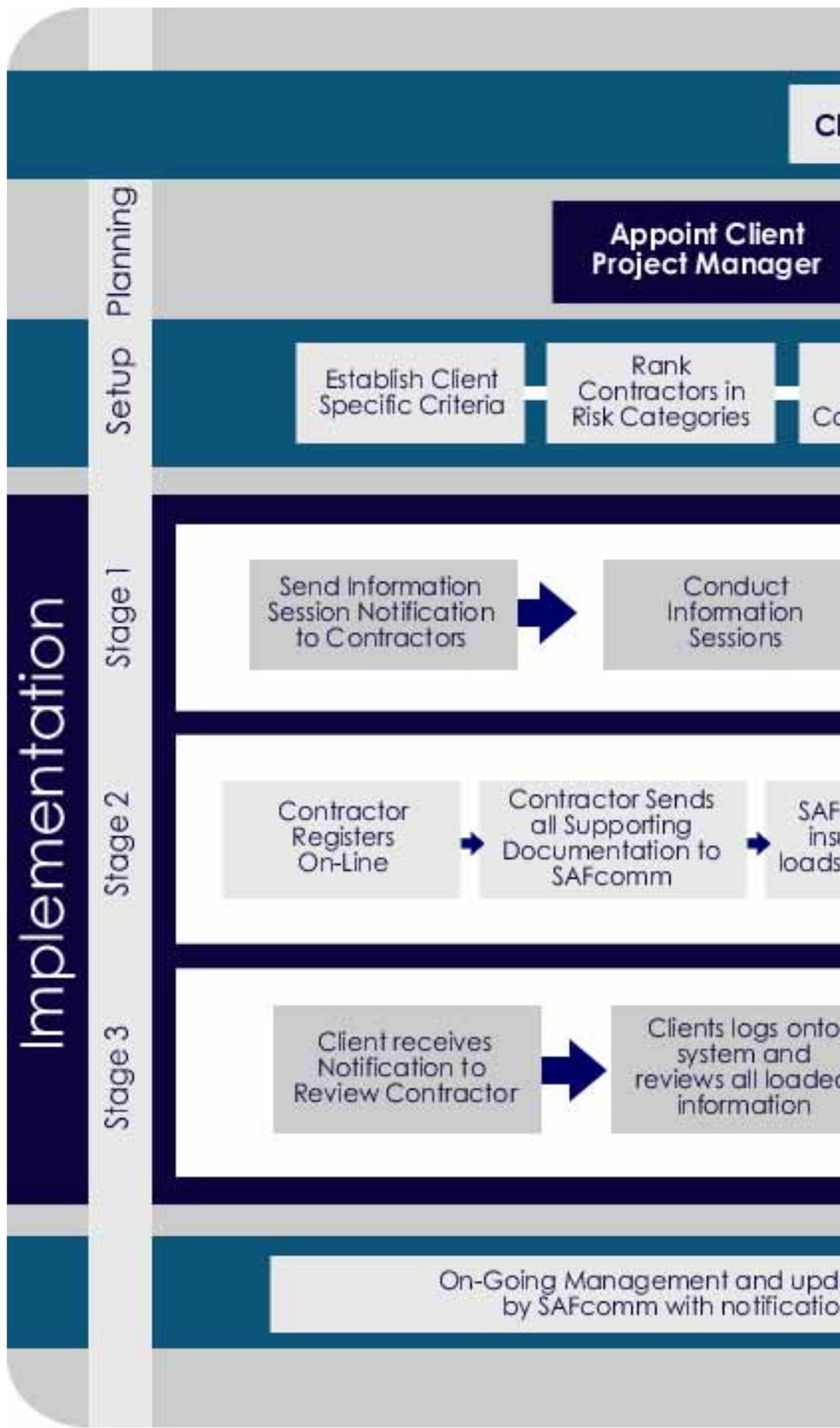
» On-Line System Functions

Some of the fundamentals of the on-line portal are:

- Security ID and password access, with easy navigation
- Search by Compliance, Industry, Contractor or all criteria
- Easy viewing and printing of all contractor compliance information, documentation and reports.
- All answers to the questionnaires to satisfy compliance requirements.
- Extensive contractor support documentation loaded for easy viewing.



Service Process Flow



Compliance through verification a better way to manage your contractors

Client Signs On

Set Initial Tasks and Schedules

Approve all Standard Correspondence

Plan Contractors Information Sessions

Confirm Implementation Schedule

Approve Registration Mail Out Packs

Send Registration Packs to Contractors

SAFcomm verifies Insurances and all documents

SAFcomm updates on-line system and checks data

SAFcomm notifies Client Contractors is ready for approval

Clients notifies SAFcomm of review outcome

Contractor Status is updated in on-line system

Changes of Contractor information is fully managed
Reports being sent to the Client for all changes.

Our service is to collect and manage all areas of your contractor compliance

Benefits of working with SAFcomm®

Some of the many advantages to your business by becoming a SAFcomm® client are:

- Secure access to contractor information at anytime
- View current contractor compliance status
- View online documentation provided by the contractor e.g. Certificates of Insurance, Safety Policies and procedures
- Run compliance reports on contractors
- Reduce your companies administration costs
- Free your managers to develop a more hands on relationships with your contractors
- Meet legal requirements for your contractor management
- Minimise operational risk and improve business performance
- Be up to date with contractor compliance through notification of change
- Simplified collection of information
- Independent verification of insurance
- Information constantly updated
- Document management and digital archiving

» Case examples from clients

- One client immediately reduced administrative costs, to the value of \$50,000 from the first phase of implementing the service, allowing this resource to be focused into developing improvement plans with their contractors.
- Another client identified some contractors without adequate insurance cover which could have cost the company many millions of dollars. (Actually data - 11% had inadequate Public Liability Insurance and 15% had either no or limited Workers Compensation cover).
- All clients have found the process helpful in re-organising contractors with skills in specific areas. This enabled them to speed up the procurement process and eliminate any redundant contractors still listed.
- Many clients benefited from being able to see the status of contractor compliance at all times through the change notification system, so there has been a reduced level of utilising the services of non-compliant contractors.

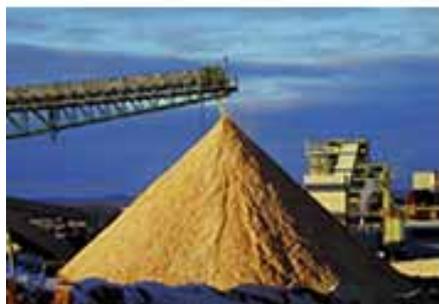
See the results of becoming a SAFcomm® client as many of our Clients already have

» Advantages to Your Contractors

Not only are there major ongoing benefits to you and your company, there are also benefits to your contractors. These include but are not limited to:

- Their risk exposure is reduced by identifying any gaps
- They can demonstrate a level of due diligence to their insurance brokers
- We monitor expiry dates on a number of their legal requirements
- Their costs are reduced with additional monitoring and tracking
- They have access to our Resource Centre which provides hundreds of documents and tools to assist with OH&S and business development

**We work with your
Contractors to help
improve compliance**



» Further Contractor Benefits

- They only register once regardless of number of Clients.
- At their request, they can be added to a Global Contractor List, which makes their basic contact information available to all our clients as a source of new business.
- They benefit from discounted business development products available through alliance partners
- The on-line system is a one stop location for all their compliance requirements with links to many reference and information sites.

Today's
environment
demands
effective
contractor
management

Additional Services

Client Specific Resource Web

SAFcomm® can develop for each client a resource web site accessible only by the clients registered contractors;

The web site may contain:

- » All procedures relevant to contractors
- » All forms contractors may require whilst working for the client
- » Links to reference material
- » Links to any on-line training

This documentation is not available to the public and is accessed only through login and password protected servers using high levels of security.

On-Line Training

SAFcomm® has developed a secure on-line training portal which enables clients to access on-line training services for their contractor training. This portal enables clients to utilise the SAFcomm® service and system as a one stop location for all contractor management.

Auditing Services

SAFcomm® can arrange audits as part of the service we provide; these audits can be conducted using a AS/NZS/ISO protocols. In addition we can also arrange specialised audits as follows;

- » Airborne Contaminants (previously referred to as dust)
 - Dust, Fibres, Fumes, Mists, Vapours
- » Dangerous goods transport and storage and handling
- » Hazardous Materials Management
 - Asbestos and Ceramic Fibre
 - Synthetic Mineral Fibre (SMF)
 - Polychlorinated Biphenyls (PCBs)
 - Chloroflorocarbon Refrigerants (CFCs)
 - Bromochlorodifluoromethane (BCF Fire Extinguishers) & Halons; and Pesticides
 - Others as detailed by the client
- » Workplace Illumination (lighting)
- » Machine Guarding
- » Noise
- » Other audits included :
 - Food Safety, Water quality, Radiation, Vibration
 - Confined Space, Ergonomics, Heat Stress, Industrial Ventilation

Insurance Review Services

SAFcomm® has developed a strategic alliance with Aon Insurance Services to offer a full range of products and services to all clients and contractors. Aon brings together its depth of resources, skills, products and services for insurance broking, reinsurance, risk management, financial planning, and employee compensation and benefits solutions

You can look to Aon to provide innovative approaches to your risk management and financing strategies.

Manage Risk..... Manage Compliance



Some of the many products and services offered by Aon are:

- Employee Benefits
- Specialisation Solutions
- Investment Consulting
- Mergers & Acquisitions
- Executive Wealth Creation and Protection
- Strategic Risk Financing
- Strategic Risk Management
- Superannuation
- Workers' compensation



We develop alliances with quality organisation so we can offer you a full range of services

CUSTOMER SERVICE:

Website: www.safcomm.com.au

Email: info@safcomm.com.au

Phone: 1800 111 434

PO Box 1105 Eagle Farm, QLD 4009

Alliance Partner



Association



Accreditations



PRIVACY:

SAFcomm® values your privacy and that of your contractors and suppliers. When receiving your contactors information we only collect data relevant to you. We do not make this information available to other organisations without you or your contactors and suppliers consent. For more information please view our privacy policy on our web site www.safcomm.com.au.

We may also use this information to inform you of other products and services available from SAFcomm®.

www.safcomm.com.au