COMPLIANCE CENTRE

Training Module

G-Cloud Service Definition

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1. Overview of service

1.1. Compliance Centre

Compliance Centre is a cloud based, SaaS risk management solution accessible from a browser with Internet connectivity, from any mobile or desktop device. Compliance Centre was created by industry experts, whose wealth of experience in software development & technology, innovation, environmental health and customer service supports the market leading risk management software service available today.

Compliance Centre comprises several modules that can be used standalone or powerfully combined to form a comprehensive risk management solution. Our modules include Audit, Fire Risk Assessment, Incident Management, Monitoring and Training record management and are all accompanied by additional cloud-based Policy and Documents storage modules, Dashboard and To-dos. Please refer to our website for further information.

1.2. Compliance Centre Training

Training is a legal requirement, so being able to effectively demonstrate that your managers are trained and to what standard, is a must, especially across multiple locations.

The Compliance Centre Training module enables you to manage and store all of your training records for your locations and staff, with alerts to automatically notify you when training is needed. Training courses can be applied by job role based Training Plans or to individuals across all locations, including a record of completion. When logging that training has occurred, certification documentation can be uploaded also.
Because all training records are kept online, you have instant access to your training history if you need to undertake disciplinary action against an employee, or produce training records for an insurance claim or enforcement officer e.g. when investigating an accident or incident onsite.

Reporting

Compliance Centre delivers a comprehensive suite of reports, used to extract real-time information from any module, including location, division of from group level. The reports allow you to set parameters to extract level or broad overviews of information, and provide the ability for management to have access to flexible, focused data.

The reports available for Compliance Centre Training module include:

- Colleague training overview
- Training course analysis by course name
- Training course analysis by location
- Current training status

Features:
- Configure Training Courses, indicating how often these should be completed
- Build Training Plans, by Job Role, detailing which courses should be completed by any Colleague associated to that Job Role
- Compliance Centre will tell you when training is due and overdue, using the module status and pre-configured alerts and notifications
- Log Training instances/events against the Colleague, and upload certificates or evidence
- View a historical record of each Training Course, to see all colleagues who have previously completed it and when
- Colleague records allow you to view individual training needs and can also be used for appraisal purposes

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- Pre-defined reports available

Benefits:
- Clear visibility of your organisation's training status
- Automated alerts generated when training is in need of renewal to ensure you keep your training up-to-date
- Job role based Training Plans provide a logical and consistent approach to colleague training
- Ability to upload training certification documentation, so that digital copies can be found should the need arise (for example in the event of a claim) or if the paper-based copy is lost

1.3. Additional value for your business

In purchasing any Compliance Centre module, you also gain access to Compliance Centre Dashboard, a central hub for your risk and compliance management; document management modules and our excellent workflow management tools, inclusive of the quoted module cost.

1.3.1. Compliance Centre Dashboard

Risk Status
Each module purchased integrates seamlessly with the Dashboard, to provide key performance indicators of the module and an overall risk status, across all of your departments and locations, in real-time. As performance and adoption of each module changes; so does your overall status. Our customers tell us that our accessible status representation using dots, iconography and colour is the best they've seen, and visualises their risk status clearly.

User activity report
Users with permission will be able to access a real-time report showing a user's last login, access level and location assignment

Announcements
Bulletin information can be displayed on Compliance Centre Dashboard for efficient communication to all of your departments and locations.

1.3.2. Workflow management tools

To-Dos
To-Dos, a task management function, allows you to allocate tasks to other users of the system, by individual user, division or location/s. Files to be completed can be uploaded with a description and tasks can be scheduled regularly and/or in advance. Records of tasks completed are also stored with a history.

Alerts
Compliance Centre automatically generates Alerts when specific important events occur, such as if a required action becomes overdue. Alerts can either be displayed within Compliance Centre, or notification sent via email, or both. Alerts preferences can be configured against a user role, providing ultimate notification flexibility.

1.3.3. Document management modules

With the functionality to upload, store and manage all key documentation it couldn't be easier to access and keep documentation up to date. With the option to categorise and define user access, or disable completely if not required, these modules can be configured to meet your exact requirements.

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Policy Module

The Policy module is used for storing policies and procedures specific to your company. You can ensure that colleagues in all departments or locations have access to the same company policies and there will be no delay when any query of procedure should arise. It can even assist with documentary evidence in the event of a civil claim.

When an Enforcement Officer arrives to review your policies, or when you have a request from your insurance company, the Policy module ensures that you have access to all the necessary information at the click of a mouse. Your company Health and Safety Policy Statement, along with all other policies can be stored in one place, providing easy access for the printing, display and training of your staff.

Features:
• Ability to configure categories and upload Policy documentation
• Ability to assign documentation to your entire company or to one or more departments/locations
• Ability to view Policies, grouped by category, to allow for simple navigation and sorting of files
• Free text search to quickly find a policy by name or code

Benefits:
• Ensure that your staff know where important policy documents are located and that they can retrieve them quickly and easily
• Version control of key documentation made easy in your business
• Colleagues across an organisation can have access to the same document
• No risk of misplaced or damaged paper based policies with digital versions

Document Module

Hand in hand with the Policy module comes the Documents module. Filing paperwork, especially compliance related paper can be a nightmare, and more so when you are managing compliance across multiple departments or locations.

Compliance Centre Document module allows you to store all forms and documents, in one easily accessible location. It allows an organisation to upload files, which are then available to all users of the system in a formalised and structured manner. This aids version control, as old out dated forms are no longer in circulation. The module also prevents individual locations producing their own range of documentation and forms. The Document module is ideal for remote workers, as they can access forms when out of the office.

1.4. Setup service

Your Setup service includes:

• On-boarding of Compliance Centre Training module
• Setup configuration - users, roles, organisational structure, permissions and module specific configuration (e.g. audit set criteria)
• 2-hour webinar training session
• Implementation Management

2. Pricing overview

Our pricing is based on a 'one off' Setup cost, plus an Annual Licence Fee.

Additional day rates are detailed in our Pricing Document for activities, such as bespoke software development and customisation and support for data migration.

Additional costs are detailed in our Pricing Document for training.

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Please refer to our Pricing Document for full details.

3. Backup/Restore and Disaster Recovery

Snapshot backups are taken daily of customer data, including offsite replication and retention of the data in compliance with standard Data Protection and security requirements.

Our infrastructure for both the system architecture and hosting environment is designed for high availability and resilience; therefore, any disaster situation is likely to be as a result of force majeure.

All data is geo-replicated from our main data centre in Amsterdam to a second data centre in Dublin. In the event of an absolute disaster in Amsterdam, services can be resumed within 15 minutes in the Dublin data centre, with all data intact.

4. On-boarding process

We find the key to successful adoption and usage of software is an outstanding on-boarding and setup service, focussed on Customer Success at every stage.

Our first stage is that of discovery, typically via a call or meeting involving your key stakeholders and our Implementation Team. Our goals are to understand your current processes and requirements, and how they can be facilitated (and, where possible, improved) using Compliance Centre. Our team will offer you demonstration of the service and coaching to enable you to make configuration decisions of your module and base system, such as organisational structure, users, roles and permissions. We may request further information via a template, in the event imports or large quantities of data need to be configured. Our team will also demonstrate all of our fantastic self-management functionality, building your awareness and placing you firmly in control.

During the second stage, we will setup and configure your service as required and work with you to iterate and finesse this to meet your needs, saving you valuable time and money. At the end of the process, you will approve the configuration and the system will be ready to use.

We will then move on to a third stage of user training, delivered via webinar in a 'Train the Trainer' style to key stakeholders within your business. Additional training sessions (via webinar or classroom based) can be provided subject to your requirements, please refer to our Pricing Document for full details.

When you are ready, your users will receive username and password details by email.

The pace of your on-boarding process can be set by you, depending on your adoption requirements and available resources. In our experience, the implementation process can take anywhere between 2 weeks and 3 months.

Our Implementation Team will ensure full management of the process, excellence in communication and your ultimate satisfaction, supported by our team of Environmental Health Professionals as required.

Our management will typically involve stakeholder engagement, planning including milestones and status calls, risk and issue management, and meetings as required. Our Implementation Team will work with your key team members in an efficient manner, avoiding any duplication of effort. If you require customisation, additional reports or further module specific configuration, a project plan will also be agreed and maintained, communicating dates, progress and status regularly.

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5. Service constraints

Please refer to our Terms and Conditions for full details.

5.1. Maintenance and update deployment

Shield Safety operates a Continuous Delivery style of Compliance Centre release deployment for feature enhancements and maintenance updates, providing our users with changes and new features safely and quickly, in a sustainable and reliable way.

Full release notes will be provided following the release. If any interruption to service is anticipated, notice by email will be provided 7 days prior to the release.

5.2. Maintenance windows

During release/deployment of any updates to the service, minimal disruption to your service may (in rare circumstances) be caused, such as session timeout, users to be logged out, saving of data interrupted. Known effects will be detailed in the communications prior to release and in release notes following. Please note however, disruption is not guaranteed, and most users do not experience any adverse effects.

6. Customer requirements

Our Implementation Team will work with your key stakeholders to effectively implement Compliance Centre modules into your business. Your team should be prepared to fulfil the following obligations to expedite this process:

- Define with our support the hierarchy of system setup, e.g. departments, divisions, groups and locations
- Define with our support your base users, roles and permissions configuration. You can add further users at any point via the online interface
- If custom development is required, key stakeholders should be available to conduct scoping sessions, review documentation, participate in status and solution communications, user acceptance test and ultimately sign-off agreed work, in the timescales agreed by all parties
- Appoint a project lead or manager to co-ordinate information gathering and decision making, and form a point of contact with our Implementation Team

7. Service levels

7.1. Availability

Compliance Centre is a hosted application and database in the Microsoft Azure Cloud. Microsoft is responsible for managing our datacentre and provides a 99.95% SLA. We provide a 99.5% SLA for availability of the system (including scheduled downtime).

7.2. Support

We currently offer instant, self-service support options, in the form of contextual FAQ content, available to every Compliance Centre user via the system interface.

Should you not be able to find the information you need, or need to report an issue, our Compliance Centre support team currently operate email and telephone support during office hours. Every enquiry logged will be evaluated and prioritised as detailed below, meaning efficient processing, quick response and resolution times.

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7.3. Support Hours

Our dedicated Support Team is available for nominated contacts via the following channels during office hours:
- Email: support@compliancecentre.co.uk
- Telephone: 020 3740 3744

Shield Safety requires a maximum number of contacts (as indicated on your contract) to be nominated to request support, who will also be deemed to have authority to request defect resolution. To report an issue, please contact our Support Team using one of the channels detailed above. Our office hours are 9am to 5pm, Monday to Friday. We are closed on Bank holidays and weekends.

7.4. Priorities

We will classify and respond to any issues reported to our Support Team according to the priorities outlined below:

Priority	Description and example	Target response time	Target resolution time
P4	General questions	8 hours	5 days
P3	Minor number of users or functions affected, system can be used although with potential minor disruption, e.g. glitch with styling of form, unable to save 'Action Point' updates.	8 hours	2 weeks
P2	Many users and functions affected, with issue that prevents business function, e.g. unable to conduct audit.	4 hours	2 days
P1	Critical issue resulting in inability to access or use the service, e.g. programmatic error resulting in user unable to login.	1 hour	4 hours

Backstop time indicates time within which system use will be restored or workaround will be supplied.

Change requests will be subject to a P4 Response Target Time, but delivery/resolution will be subject to scoping and planning.

7.5. Release Schedule

Maintenance releases to Compliance Centre will be applied in a Continuous Delivery method. Full release notes will be supplied following any release.

P1 and P2 priority issue resolution may be offered in a 'Hot Fix', at any point.

8. Financial recompense

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9. Training

Compliance Centre modules are intuitive and simple to use, but we recognise that effective training is an essential first step to the successful use of the system. We provide implementation training for all levels of system use, including directors, department heads and regional/office managers. Our training is typically delivered in a 'train the trainer' style, by an experienced trainer, in a location of your choice. Half day and full day sessions are available, depending on requirements.

10. Technical Requirements

In order to use Compliance Centre, you need the following:

* 3G connection or Broadband, fixed line or otherwise, by Government definition of standard broadband 2MBps. The system will function and lower speed than this however there will be an increase in response time
* As with all web based systems, the download time of files will vary given the file size and speed of internet, and will require that the internet connection is not broken for the duration of the file download]

Minimum client specification:

* Supported Browsers – IE10 and upward, latest version of Firefox, latest version of Chrome, latest version of Safari.
* The client must be capable of running one of browsers listed above, with JavaScript enabled

11. How to order

Compliance Centre modules can be purchased directly from Shield Safety Group, by contacting our sales team:

Tel: 020 3740 3744 or email: sales@shieldsafety.co.uk

Our experienced sales team can then recommend a tailored solution following discussion of your requirements and an online or onsite demonstration of Compliance Centre.

Shield Safety typically requests written notification to proceed with a contract, via signature and receipt of a Service Agreement Document or CCS alternative.

Once the Service Agreement/contract has been received and processed, you will be contacted within 48 hours to discuss your implementation.

Invoicing will be conducted according to a pre-agreed invoicing profile.

Please refer to our Pricing Document for information on how our service charges are payable.

12. Data migration and extraction

Data migration from pre-existing systems into the service may be possible subject to technical review and possible additional charges.

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As part of the Annual Licence Fee, data can be extracted from the service and provided in a Shield Safety defined format as CSV free of charge on an infrequent basis, i.e. yearly or at the termination of the service. Regular data extraction and support for data migration is chargeable, subject to review of requirements. Please refer to our Pricing Document for costs.
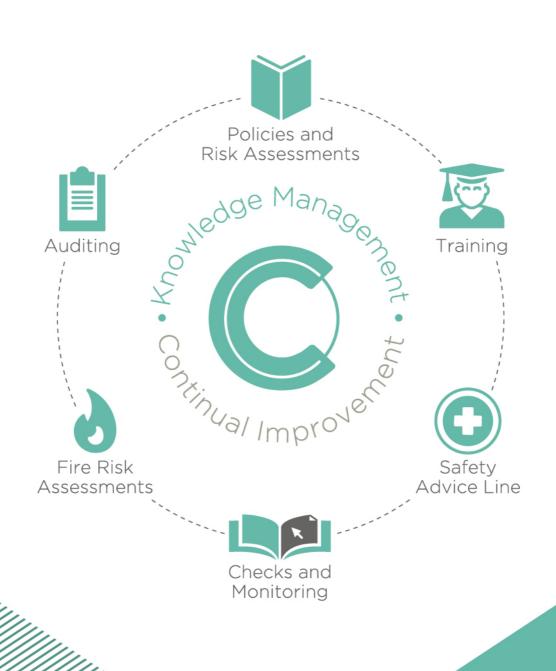
13. Off-boarding support

In the event of a requirement to leave the Compliance Centre service in the future, we commit to a full handover and support in migration to the new environment. There may be an additional charge for this service, which will depend upon the effort required. Please refer to our Pricing Document for costs.

14. Contract termination

Please refer to our Terms and Conditions.

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Training

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