

# Safety & Compliance

---

## FREQUENTLY ASKED QUESTIONS



SAFETY SERVICES  
COMPANY

*You Have Questions, We Have Answers*

## HOW CAN WE BE SURE WE NEED CONTRACTOR MANAGEMENT SERVICES?

---

We want to create a partnership where you feel comfortable that you are receiving the services you need. To make sure this is a good fit for your organization, we can schedule a FREE assessment to review your accounts and specific needs in order to design a unique safety plan. No obligation.

## WHAT ARE THE ADVANTAGES OF HIRING A CONTRACTOR MANAGEMENT SERVICE VERSUS DOING IT OURSELVES?

---

Although you may be capable of navigating through the process, the continuous upkeep of your contractor management account and keeping up with compliance can take time away from your team's day-to-day responsibilities. We have a deep understanding of 30+ contractor management platforms, hiring clients' expectations, insurance requirements, policy modifications, safety training, and more. We're here to help you cultivate a safety culture within your organization.

## WHAT ARE THE BENEFITS OF PARTNERING WITH SAFETY SERVICES COMPANY OVER COMPETITORS?

---

We have been in business since 2001 and invented this service industry. What sets us apart is that our services are more tailored towards client needs out of a genuine love for people and safety. We provide a one-stop-shop experience for our clients and have a dedicated team of safety professionals to help us identify all compliance requirements. We're always improving our services and products to keep your account up to date.

## HOW CAN WE IMPLEMENT YOUR SERVICES WHILE STAYING WITHIN BUDGET?

---

We recognize that every client's financial situation is unique. To assist you in maintaining your budget, we conduct a thorough assessment of your needs and provide flexible payment plans. Additionally, we guarantee to either meet or beat competitor pricing!

## HOW CAN I MAKE MY PROFILE IN MY CONTRACTOR MANAGEMENT PLATFORM STAND OUT MORE TO HIRING CLIENTS?

---

There are a number of ways to leverage your profile in order to attract more jobs. Two ways to stand out is to include the contractor management platform name and logo on your company's site or maintain a high compliance grade and a low incident occurrence. Our team can assist in setting up the marketing portion of your account to boost visibility online and give you guidance on how to improve your grade.

## HOW DO I MODIFY HIRING CLIENT CONNECTIONS AND WHY AM I CHARGED TO ADD HIRING CLIENTS?

---

Our team can request this information through the individual contractor management platforms once we have specific details from your hiring client. The contractor management platform sets the pricing for adding additional hiring clients and there are a number of factors that can influence their charges.

## WHY AM I PAYING FOR OUR CONTRACTOR MANAGEMENT PLATFORM AND ACCOUNT MANAGEMENT SERVICES SEPARATELY?

---

The hiring client will require you to be subscribed to the requested contractor management platform to be prequalified for a job. Our team will handle the maintenance of your platform account, elevating your compliance and giving your team back time to focus on your safety culture.

## HOW CAN MY ORGANIZATION IMPROVE OUR TRIR/DART/EMR RATE?

---

Our team can review your OSHA logs for accuracy and provide recommendations on how to improve your rate. In situations where the OSHA log is accurate and the rate won't change, we can work with your company to create a mitigation plan and submit to your hiring client for approval or variance.

## WHAT ARE THE FACTORS THAT AFFECT A GRADE FROM A HIRING CLIENT?

---

Company specific incidents, levels of insurance, certifications, and verified safety policies and programs are just a few that can have an effect on the grade given. We can quickly identify what factors will affect the grade and your Client Success Manager will offer solutions to help you achieve compliance.

## ARE ALL QUESTIONNAIRES REQUIRED DURING THE PREQUALIFICATION PROCESS ?

---

We're experts in understanding when specific questionnaires are required by a hiring client. Questionnaires can include topics such as sustainability, job site location specific questions, quality assurance, and quality control. We recommend companies fill in the basic questionnaire, however requirements can change. This is where a client success manager can assist in knowing which are required and which are recommended.

## WHY CAN'T OUR COMPANY USE ITS EXISTING MANUAL?

---

You can use a previous manual, but in order to properly manage your company's prequalification process, we want to have a full understanding of the manual that will be used for your hiring client. Hiring clients often require re-formatting and updating to meet requirements. By providing a fresh, up-to-date manual from our team, we can better maintain your account and ensure that you are always compliant within your programs. Our HSE manuals are guaranteed to pass an audit for any prequalification platform that we manage.

## WHO CAN MAKE INSURANCE VARIANCE REQUESTS?

---

Contractors are able to make these requests directly, however, our team can act as a liaison between the contractor, insurance company, and hiring client. With almost two decades in the safety industry, we fully understand how to execute this process quickly and efficiently.

## WHY ARE HIRING CLIENTS REQUESTING SPECIFIC DOCUMENTS AND DO THESE NEED TO BE UPDATED?

---

There are many factors that can determine which documents and policies are required. The hiring clients you work for will communicate what is necessary and changes may occur on a regular basis. Our team keeps track of these so you won't miss a critical change, avoiding the possibility of being kicked off the job site.

## I'D LIKE TO KNOW WHAT YOUR CLIENTS THINK ABOUT YOUR SERVICE. CAN YOU PROVIDE ANY CLIENT FEEDBACK?

---

### Jason B. ★★★★★

My experience with Safety Services company has been great. They have helped our company with managing this information and making sure we are providing the correct information to our customers that we service.

### ★★★★★ Carri C.

Great experience! Safety Services takes care of all our safety documentation. Professional and on the ball. We appreciate all their hard work, as it makes our lives easier.

### Wayne S. ★★★★★

There continues to be a high level of value-added benefits since we partnered with Safety Services Company. They're staffed with professionals who have helped our company develop needed products and provided our company with the required services to maintain a cutting-edge safety program.