

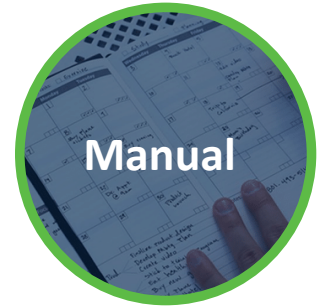
# Certificate Management Best Practices



Database



Spreadsheet



Manual

More Effective -----> Less Effective

## Use the Right Technology to Manage your Contractors Dated Documents

Important documents that have an expiry date, such as an insurance certificate, are best managed and tracked with a database. Relational databases are specifically designed to do things that spreadsheets, word processors and manual reminder systems can't do.

Whether you opt for a fit-for-purpose internal system, a simple third-party application or a comprehensive document management software, use the right technology for the job! It's a vital risk reduction activity all purchasers should use.

### Track Expiry Dates



Improve compliance and limit risk with an automated notification system for expiring certificates. An automated system gives contractor's ample notification for updating expiring certificates and is a critical due diligence function.

### Automate Notifications



It is vital that purchasers be aware of their contractor's certificate status on a real-time basis. System and email notifications managed by a database eliminate errors and reduce administrative time.

### Mandatory Certificates



Establish minimum requirements for contractor certifications. Must have certificates include proof of Commercial General Liability and Workers Compensation policies (appropriate to contractor's risk profile). Service and competency-related certifications (i.e. powered industrial equipment and work processes such as welding) are important records to obtain in addition to quality, environmental, health and safety competencies, whether corporate or for individuals.

### Verification Process



Quality control of contractor documents is a highly recommended risk reduction activity. Verify documents against predetermined corporate criteria. One-in-five certificates do not meet basic compliance requirements on first upload. Typical submittal errors include: wrong document uploaded, expired certificate, insurance amounts are not met, certificate / policy / account number input does not match.

### Information Security



Electronic storage of critical documents is a consideration for all purchasing organizations. Whether an internal mass storage device / system or a web-based option, look for effective back-up reliability and disaster recovery options that suit your budget and needs.

### Accessibility



Leading organizations are turning to web storage solutions in increasing numbers. Web storage apps continue to improve feature sets and drop in price with many options that provide secure 24/7 document availability with ever-expanding feature sets. Look for the right combination of security and encryption, recoverability and permissions management that suits your organization.