



The Right Things, in the Right Amounts, at the Right Time



Jay starts off the meeting with introductions, administrative notes, and explanation of chat feature for questions.

## Agenda:

Your 2021 CQN Update:

- Documents
- Your stats page
- Regulatory compliance

Upgrading your evaluation

Your Two-way Account – Value for GC's

Jay goes through agenda for the presentation.

## **Your 2021 Update**

### Documents:

- Premium Rate Statement
- WCB Release Letter

### Data:

- Health and safety statistics
- Regulatory compliance

Jay runs through more specific breakdown of first topics before handing it off to Ronnie for the next slide.

## Your 2021 Documents Update

New Document Requirements for 2021 include: WCB/ WSIB / EMR statements (per location) and current Clearance Letter.

Navigate to the Submit Documents page and choose the CQN list. Outstanding documents will appear at the top of page, in the Outstanding list, in orange.

▲ Premium Rate Statement - Alberta (2021)	Required for Approval
▲ WCB Clearance Letter - Alberta (2021)	Required for Approval

**Hi everyone. Again, thanks for joining us today as we walk through some of the important pieces that come with the new year and how this is applicable to your CQN account.**

**I will be reviewing the Document Management portion and what you will need to know.**

### **Document Management**

With the beginning of each year, there is new data and documents added to your account to accommodate for the new year. These additions will affect your completeness levels within your Document Completion widget on the Home page. These are required for approval; however they are not affecting your CQN account status until our deadline of March 1, 2021. It is very important to note that clients may have their own compliance deadline dates. **Please check with your client as they may have an earlier compliance deadline.**

At the beginning of December, the system adds the two new requirements to your account: the WCB / WSIB 2021 Premium Rate Statement and the Clearance letter (per location). The early timing of this is done because it allows for ample time in obtaining and submitting these documents.

Within your account, these can be found by navigating to the Documents section and choosing CQN as the client to Submit Documents. If they are outstanding in your

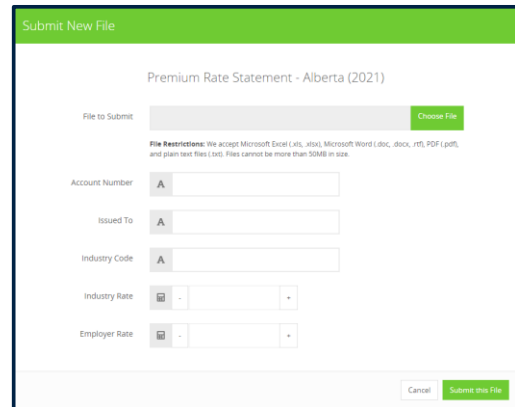
account, they will appear at the top of the Submit Documents page in the Outstanding Documents list, and color coded in orange.

As per normal uploading of documents, once these are submitted, our document verification team processes and reviews each document and ensures the document meets all necessary criteria and the correct metadata is entered into the system.

WCB/ WSIB / EMR document deadline for submittal: March 1, 2021. These documents are required for approval and will affect your approval status with CQN on March 1.

## WSB / WSIB Premium Rate Statement

- Ensure all data that is required for input is on your statement.
- Ontario – New! Must upload the WSIB Premium Rate **Extended Statement** as this will contain the Class (Industry) Premium Rate.
- The 2021 WCB Premium Rate is not used in the cumulative three-year total in the Evaluation (Section 1.1 Workers Compensation Data), rather it is past three years – 2018, 2019, 2020.



Submit New File

Premium Rate Statement - Alberta (2021)

File to Submit

File Restrictions: We accept Microsoft Excel (.xls, .xlsx), Microsoft Word (.doc, .docx, .rtf), PDF (.pdf), and plain text files (.txt). Files cannot be more than 50MB in size.

Account Number

Issued To

Industry Code

Industry Rate

Employer Rate

For the first requirement, you will need to upload the document to the 2021 WCB Premium Rate Statement (per location) requirement.

Data on this statement typically includes: your account number, industry and or (Subclass or NAICS) code, your employer rate, and possibly the industry rate. Please ensure you are uploading the correct document and that the data that is being requested is on the statement. If it is not, your document will be rejected.

New this year, is a change to the Ontario WSIB rate statement that is required. After consultation with the WSIB and in alignment with their recommendation, we now request the WSIB Premium Rate Extended Statement. This statement (on page 2 or 3) will contain the Class (Industry) Rate. This statement is not automatically sent out by the board, but it is easy to be obtained by requesting it from the WSIB. We will no longer accept the Premium Rate Summary Statement.

At the beginning of each new year, the oldest premium rate statement will drop out of your Completed requirements (EG. 2017), so that you will see past three years (eg. 2018, 2019, 2020) and the current year (2021)

The data collected from your Premium rate statements is a component in the CQN Evaluation in Section 1.1 Workers Compensation Data (you can view this within your Evaluation section). Determining if you are in a Discount position or in a surcharge is

based on a calculation that includes the previous three years (eg. 2018, 2019, 2020) of your WCB experience for all provinces, territories and states where WCB/WSIB/EMR data has been provided.

Your 2021 WCB Premium Rate is not used in the three-year cumulative total.

Please make sure this is uploaded to your account by March 1, 2021.

## WCB / WSIB Clearance

- Documents required from CQN must be addressed to CQ Network / CanQual Inc., to yourself or generic.
- Clearance Letters must show the company is in Good Standing with the board.
- Must be dated within 30 days of uploading to your account.
- Cannot be expired.

Submit New File

WCB Clearance Letter - Alberta (2021)

File to Submit  [Choose File](#)

File Restrictions: We accept Microsoft Excel (.xls, .xlsx), Microsoft Word (.doc, .docx, .rtf), PDF (.pdf), and plain text files (.txt). Files cannot be more than 50MB in size.

Account Number

Issued To

Account in Good Standing

Date of Issue (within 30 days)

[Cancel](#) [Submit this File](#)

### **Along with the rate statement, you will have to upload a current WCB/ WSIB Clearance Letter.**

I just want to cover off a few of the specifics related to the requirements of the Clearance Letter. Clearance Letters are part of the CQN list of documents - these must be addressed to CQ Network / CanQual Inc., to yourself or generic. We will not accept clearances addressed to your client, other clients, or other third-party registries. You can connect with many clients on the system, so with the CQN list of documents we aim to keep these relatively generic.

- Clearance Letters must show that your company is in Good Standing with the board. If your clearance shows as declined or pending, this will not be accepted.
- Please make sure the letter is dated within 30 days of uploading to your account.
- Also, if it does contain an expiry date, which is common on a few provincial clearances, do not upload it if it is expired.

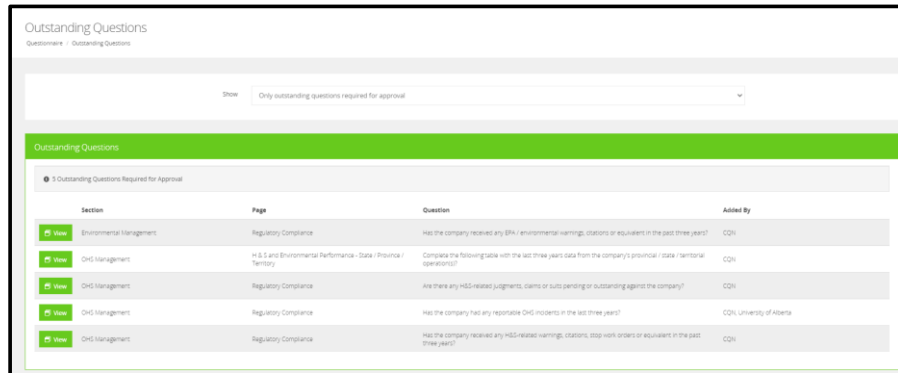
As mentioned, this is a Required for Approval document submission and must be complete by March 1.

As the presentation continues, Pat will jump in and discuss data updates.



# Your 2021 Data Update

Open questionnaire > Outstanding questions



The screenshot shows a web interface titled 'Outstanding Questions' with a breadcrumb 'Questionnaire > Outstanding Questions'. Below the title is a filter dropdown set to 'Show Only outstanding questions required for approval'. A green header bar indicates 'Outstanding Questions' and a sub-header shows '9 Outstanding Questions Required for Approval'. A table lists the following questions:

Section	Page	Question	Added By
<a href="#">View</a> Environmental Management	Regulatory Compliance	Has the company received any EPA / environmental warnings, citations or equivalent in the past three years?	CQN
<a href="#">View</a> OHS Management	H.S. and Environmental Performance - State / Province / Territory	Complete the following table with the last three years data from the company's provincial / state / territorial operations?	CQN
<a href="#">View</a> OHS Management	Regulatory Compliance	Are there any HSE-related judgments, claims or suits pending or outstanding against the company?	CQN
<a href="#">View</a> OHS Management	Regulatory Compliance	Has the company had any reportable OHS incidents in the last three years?	CQN, University of Alberta
<a href="#">View</a> OHS Management	Regulatory Compliance	Has the company received any HSE-related warnings, citations, stop work orders or equivalent in the past three years?	CQN

- I'll take a few minutes to walk you through your data update for 2021:
- From your home screen, on the left side tool bar, hover over questionnaire, then select 'Outstanding Questions' and you'll get the screen that look like this.
- This option sorts your questionnaire and displays any questions that you have not answered.
- As you see, in this case, there are four CQN default questions that require update, and they include your stats pages and then some Regulatory Compliance questions.
- We are going to dive into some detail regarding the HS performance update and the regulatory compliance question that's specific to OHS warnings and citations.
- Couple things before we move on:
  1. You may have a longer list than is shown here if there are other default questions that haven't yet been answered, and
  2. Your clients may also have questions in addition to the default questions that need to be updated, as seen in this example.

## H&S and Environmental Performance

2020 data  
required by  
March 1\*

	Edit	Edit	Edit
	2018	2019	2020
Employees	54	42	
Management Hours	10970	10283	
Occupational Hours	63991	46632	
Total Hours	74961	57115	
Near Miss / Near Hit Incidents	5	3	
First Aid Injuries	14	5	
Medical Treatment Injuries	0	0	
Restricted Work Day Cases	3	2	
Lost Time Injuries	1	2	
Days Lost	20	1	
Fatalities	0	0	
Vehicle / Equipment Accidents	3	3	
Vehicle Accident Costs	0	1800	
Total KM Driver	0	0	
Lost Time Injury Frequency	2.66	7.00	
Recordable Injury Frequency	10.67	14.00	
Severity Rate	53.36	3.50	

- Let's first look at your Health and Safety performance page. When you navigate to you're a provincial or state page, you'll see that 2017 data has dropped off the system and a column for 2020 is in its place.
- Update of the information in the 2020 column is needed before March 1<sup>st</sup>.
- If you have already updated your information, congrats, you are ahead of the game.
- If I can draw your attention to the orange box on the right-hand page ....
- Here we've highlighted what's known as the recordable incidents, medical treatment cases, restricted work day cases, lost time injuries and fatalities.

## Classification is Important

First Aid Injuries ⓘ
Medical Treatment Injuries ⓘ
Restricted Work Day Cases ⓘ
Lost Time Injuries ⓘ
Days Lost ⓘ
Fatalities ⓘ



- The definitions for injury 'Recordability' and 'WCB Claims Acceptability' are not interchangeable.
- They are different classification systems.

- Here it is a little bit larger. I want to talk specifically about an input error that we see fairly frequently and it's to do with medical treatment injuries.
- First, in the way of background, the definition of medical treatment here is not the same as how the WCB classifies medical treatment.
- From a WCB point of view, if you send worker off site and they are treated by a doctor, or under the direction of a doctor, then the WCB will pay the cost of that treatment and the injury will be medical aid as far as the WCB is concerned, regardless of the treatment given.
- That's not the case in terms of the classification here on your stats page.
- The definitions for injury recordability and WCB Claims acceptability are not interchangeable; They are different classification systems.
- So, the big take away here is understanding that sending a worker off site for treatment is not, by definition, a recordable incident. It is the severity of the injury and the treatment provided that determines recordability.

## **Medical Treatment Definition**

Work-related injuries and illnesses that involve neither lost workdays, or restricted workdays, but require treatment by a physician, or treatment provided under the direction of a physician.

- In order to understand severity and treatment we need to work with a couple definitions
- On screen here is the definition of medical treatment: work-related injuries and illnesses that involve neither lost or restricted workdays, but require treatment by a physician, or treatment provided under the direction of a physician.
- So, Medical Treatment is what's left after you've eliminated all the other things, including first aid, which we'll get to in the next slide.

## **First Aid Definition**

- A minor injury that requires a single treatment, and a follow-up visit for subsequent observation, which does not ordinarily require medical care and allows the worker to return immediately to normal work activities.
- They do not result in medical treatment or restricted work, hence are NOT recordable.

- In addition to the broad definition that you see here, there are 14 specific treatments that are considered first aid and are therefore, not recordable.

## First Aid

- Non-prescription medication
- Tetanus shot
- Cleaning / covering wounds
- Hot and cold therapy
- Non-rigid means of support
- Temporary immobilization
- Fingernail / toenail drilling
- Eye patches
- Removing foreign bodies from the eye w/ irrigation or swab
- Removing splinters, from areas other than the eye, by simple means
- Finger guards
- Massage
- Drinking fluids

- Here's the specific treatments that are considered first aid, even if provided by a medical professional off site.
- Remember, first aids are not recordable and medical treatment cases are recordable and its those recordable incidents that impact your injury frequencies, so getting classifications right is important.

## For more information:

BLS Standard:



<https://www.osha.gov/recordkeeping>

CAPP Standard:

<https://www.capp.ca/resources/publications>



- There are governing bodies that have published injury classification standards that a wide cross section of industries have adopted.
- For specifics regarding classification, visit either of these websites, OSHA, which is apart of the US Department of Labor, or
- The Canadian Association of Petroleum Producers, also know as CAPP.
- Most Canadian clients have adopted the CAPP recordability definitions and CQN have embedded these definitions in our system.
- The differences are very minor, the reason we mention both as that the CAPP standard was fashioned on the American BLS standard.
- CQN also has a document that covers the classification process and definitions that you may find useful. Feel free to contact the help desk for a copy.

## Regulatory Compliance Update

Regulatory Compliance  
Questionnaire / OHS Management / Regulatory Compliance

Are there any H&S-related judgments, claims or suits pending or outstanding against the company?


Included by CQN

★ Required for approval by CQN

Are there any H&S-related judgments, claims or suits pending or outstanding against the company?  
(required)  Yes  No

Year: 2020 2019 2018

Total number for each year:



Moving on to the few regulatory compliance questions. The first question to update in this section is this one specific to judgments, claims and suits. The kinds of events covered by this question are fortunately rare in our experience, so update will be very straightforward for the large majority of you.



## Regulatory Compliance Update


Has the company received any H&S-related warnings, citations, stop work orders or equivalent in the past three years?

Included by CQN

★ Required for approval by CQN

Has the company received any H&S-related warnings, citations, stop work orders or equivalent in the past three years? (required)  Yes  No

Year: 2020 2019 2018

Total number for each year: 

This next question, regarding citations and stop work orders, is a little more complex:

- These comments are specific to the Province of Alberta only. If you don't work in Alberta please disregard.
- Some years ago, the Province of Alberta established an employer database that contains regulatory compliance data of employers in the Province.
- The sources of information on this system are the Workers' Compensation Board and the enforcement department of Alberta Labour.
- Our major clients are tending to use this database more frequently and as a result we are issuing new guidance about data input on this page.
- Going forward for 2021, our guidance to all subscribers that have Alberta data on the system, is to ensure your data input is congruent with the governments information.

## Warnings, Citations, Stop Work Orders

- New guidance for Alberta
- Definitions: <https://www.alberta.ca/ohs-orders.aspx>



**Orders (general)**

When an OHS officer observes non-compliance with OHS laws, the officer may issue an order. An order requires an employer to take action to bring the work site back into compliance with OHS laws. An order is lifted when the employer meets the order's requirements.

**Stop Work Orders**

When an OHS officer observes that work is being carried out in a manner that is unhealthy or unsafe, the officer may issue a stop work order. A stop work order requires that work is stopped immediately, and may apply to an entire work site, or to certain activities or areas of a work site. A stop work order is lifted when the requirements of the order are met.

**Stop Use Orders**

OHS officers have authority to stop use of equipment that's observed to be unsafe or that has the potential to seriously injure workers. A stop use order is lifted when the requirements of the order are met.

**OHS Tickets**

OHS officers have authority to write immediate, on-the-spot tickets against employers and workers who put health and safety at risk. OHS tickets use the same form as Alberta traffic tickets. Tickets can be issued to any work site party, depending on the non-compliance observed.

- The government has published definitions and other resource information on their website at the url on this slide.
- The one item we will draw your attention to is the definition of a stop work order and how the government is counting these things.

## Count the Line Items

<https://www.alberta.ca/employer-records-using-database.aspx>

Dec 12, 2019	OHS-Code-Part-27-Section-390.4	Order	Violence and Harrassment-Harrassment prevention plan	Compliance	Employer
Dec 12, 2019	OHS-Code-Part-27-Section-391	Order	Violence and Harrassment-Training of workers	Compliance	Employer
Dec 18, 2019	OHS-Code-Part-3-Section-12	Stop Use Order	Specifications and Certifications-Following Specifications	Compliance	Employer
Dec 18, 2019	OHS-Code-Part-3-Section-12	Stop Use Order	Specifications and Certifications-Following Specifications	Compliance	Employer
Apr 22, 2020	OHS-Code-Part-22-Section-310	Stop Use Order	Safeguards-Safeguards	Compliance	Employer
Apr 23, 2020	OHS-Code-Part-22-Section-310	Stop Use Order	Safeguards-Safeguards	Compliance	Employer
Apr 23, 2020	OHS-Code-Part-22-Section-310	Stop Use Order	Safeguards-Safeguards	Compliance	Employer
May 04, 2020	OHS-Act-Section-40	Order	Program and Practice-Serious injuries and incidents	Compliance	Employer
May 19, 2020	OHS-Code-Part-2-Section-7	Order	Hazard Assessment, Elimination and Control-Hazard Assessment	Compliance	Employer

- You can search your company data at the URL on this slide and determine if orders have been written by OHS and how they have been classified.
- This is an example of a list of Orders issued to an organization.
- Please note that each line item listed is considered a single order for the purposes of input to the CQN system.
- So, in this case, this employer had 5 orders issued in 2020 and that's what should be entered to the system.

# Environmental Management

Has the company received any EPA / environmental warnings, citations or equivalent in the past three years?

Included by CQN

★ Required for approval by CQN

Has the company received any EPA / environmental warnings, citations or equivalent in the past three years?

Year

Total number for each year:

2020 2019 2018

Yes No

Complete by March 1st

Not yet answered

And the last data question update is related to environmental performance. This question is in found on the Regulatory Compliance page of the Environmental Management section of the questionnaire.

I will pass the presentation at this point over to Ronnie to discuss the CQN Evaluation.

## Your CQN Evaluation

- Review of stats, WCB data, regulatory compliance and HSE Manual documentation.
- We are different! We have a team of credentialed safety professional that review and vet your documentation.
- Evaluation section allows you to view criteria by Section, download relevant resources and displays comments provided by your evaluator.

Thanks Pat. Now that we have covered off the document and data components, it is a good time to review our Evaluation piece and how this may be affected. So I will do just a quick summary on the Evaluation and explain where the changes may be seen.

Our prequalification evaluation is used to assess elements of a subscribers' health, safety and environmental prequalification submittal (this includes your online questionnaire & HSE-related documentation, primarily the HSE Manual). The evaluation considers not only major elements of occupational health, safety and environmental legislation but it also includes industry consensus standards that would be applicable to any organization that executes or oversees risk inherent work. We are different! We have people that actually review your data. We have network of credentialed and experienced safety professionals' that perform evaluations. Ours evaluators review your HSE Manual submission and vet for our evaluation criteria which includes various HSE standards and content that aligns legislative compliance. Your evaluation section which you can access from the left side menu allows you to view our criteria per section, download applicable resources and also see any comments provided by your evaluator.

If you are a new subscriber and have not yet had an evaluation, the process is pretty straight forward: ensure that your questionnaire (required for approval content) and

document uploads are complete. Once complete, your account will go in que for our Evaluation. Usually take 1-3 business days, resulting in an Evaluation score on your Home page – which can be seen from the Evaluation widget, and an Approval Status, widget also found on bottom of your Home page.

## Quarterly Review

- CQN system does a quarterly review which looks at Section 1. Safe Work Performance.
- 2021 data may affect your Evaluation.
- Re-evaluations can be requested at anytime.

1 Safe Work Performance

1.1 Workers Compensation Data Score 25 / 25

Definition / Description: Points are awarded for maintaining a cumulative WCB rate below the industry average. The calculation includes the previous three years of WCB experience for all provinces, territories and states where WCB/OSD/OSR data has been provided.

Scoring: • 25 points for WCB rate in discount position

1.2 Fatal Injuries or Illnesses Score 8

Scoring: • Subtract 20 points for each fatality in the last three years

1.3 Prosecutions under OH&S / Environmental Legislation Score 8

Scoring: • Subtract 20 points for each successful prosecution in the last three years

1.4 Citations under OH&S / Environmental Legislation Score 8

Scoring: • Subtract 10 points for each order issued in the last three years

In relation to those with existing evaluations and how your evaluation may be affected with the 2021 update of data:

The evaluation includes a system component where it conducts a quarterly review to look at the performance metrics. So, depending on the new data supplied (Questionnaire and WCB documents) this may or may not affect your existing evaluation score. Our next quarterly review is on March 31 so you may see a change at the point

The performance metrics reference: Section 1. Safe Work Performance piece. The system will look at

(1.1) Workers Compensation Data – as mentioned earlier this is based on past three year cumulative data and does not include the data from the current year rate statement.

1.2 Fatal Injuries or Illnesses – derived from data input into the H & S and Environmental Performance chart – stats page.,

1.3 Prosecutions (under OH&S / Environmental Legislation) – question in the OHS Regulatory Compliance section (it will look at the three years provided); and  
1.4 Citations (under OH&S / Environmental Legislation) - question in the OHS Regulatory Compliance section (it will look at the three years provided);

At any point, you can request a re-evaluation on your account. You can upload

additional documentation to the HSE Manual requirement to address any missing points in the Evaluation Sections. Once notified, so please email us to let us know, we can do a re-evaluation on your account.



## Your Two-Way Account

- Mitigate Risk
- Manage corporate due diligence
- Ensure OHS Compliance

**Ronnie:** We are going to transition now, to speak on some additional account functionality that is available to you, and with it being the beginning of a new year, it may be something that you can take advantage of or want to get started to get the year rolling.

We really want to ensure you are using your account to its fullest potential and so this is a great time to highlight functionality that has been available since our upgrade back in March. Part of that includes being able to use your existing account to not only manage your compliance to your client (My Clients section) but also have the functionality to also manage your own contractor base (My Contractors section).

I will let Pat speak to the importance of why prequalifying is important..... **PAT**

**Pat:** Thanks Ronnie. For general contractors that are participating today we wanted to talk with you about three things: risk mitigation, corporate due diligence and OHS compliance as it relates to contractor management.

## Duties for General Contractors

### RE: Health and Safety Programs:

procedures to be followed to protect health and safety when another employer or self-employed person is involved in work at the work site, including **criteria for evaluating and selecting** and for regularly monitoring **those employers** and self-employed persons.

AB OHS Act – Part 5, Section 37(1)(f)

- Often times, the underlying reason for doing a given thing related to safety is that there's a legislated requirement, and that's the case related to contractor management.
- In Alberta, and in other locations, there are requirements for organizations that hire contractors, general contractors, to establish criteria for evaluating and selecting their sub-contractors.
- This is a piece of management work that many organizations struggle with particularly with manual data and document management.
- The good news is that the way CQN is designed automatically establishes subcontractor evaluation and selection criteria that's backed up by our document verification service and our desk-top evaluation.
- In the steps Ronnie is going to review, you can use your existing CQN account without a whole bunch of complex configuration and internal change management, to meet legal requirements and reduce risk to your organization.

## Extra Value for General Contractors

- All CQN subscribers can use the system to manage their own contractors. It's free!
- More general contractors are using this feature.
- Use the CQN default setting for instant due diligence.
- Or use your own criteria!

### **So what does your Two-Way account mean or include:**

- CQN subscribers can use the system to manage their own contractors (My Contractors Section).
- It's included within your account, so there is no extra cost. (Free)
- This feature is growing, and we see more and more subscribers taking advantage of this. So this is a great sign, you have access to a growing pool of contractors!
- You are really only one click away from instant due diligence and getting this started - that is use our CQN default.
- There is lots of functionality to customize to your organization's compliance criteria

## Turnkey OHS Compliance

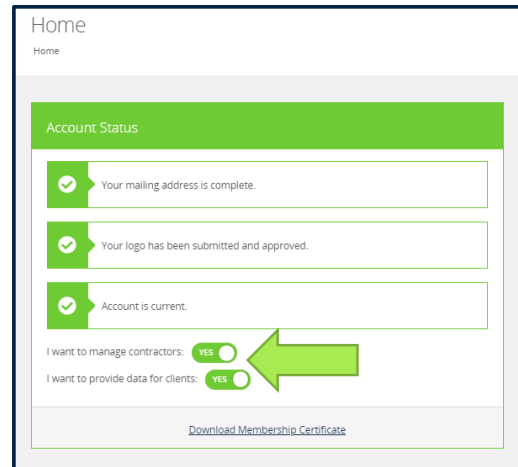
- Turnkey contractor prequalification including our Evaluation and approval
- Collect and ensure all documentation is met and tracked.
- Configurable templates and client approval tools.
- We can have you up and running in a few minutes!

- You will receive our complete contractor prequalification including our Evaluation and our approval . This is a perfect way to meet the OHS requirements.
- We ensure all data and documents are collected, verified and are transparent providing you with total visibility of your contractor base, in one central system, which helps reduce your risk and improves your operations.
- Scale the Configurable templates and client approval tools.
- Whether it is using our default or set to your needs, we can have you up and running in a few minutes.

I will hand it over to Ronnie to run through just how easy it is to get started.

## How to get Started

1. Set the 'I want to manage contractors' toggle to Yes in the Account Status widget.
2. You will see the My Contractors section with any linked companies.
3. Connect with existing or invite new.
4. Click on contractors to view their data.
5. Assessment tools to evaluate your contractor.
6. Set your own criteria!



**Thanks Pat!**

### **So how do I Get Started!**

It can be scaled to meet your organizations needs whether it is as simple as using our CQN default or configuring to your specifics, there is lots of functionality included.

The first step is to Activate your My Contractors mode: Set the 'I want to manage contractors' toggle to Yes in the Account Status widget on your Home page . This can provide you with instant due diligence with just one click!

- Once that is set to Yes, you will then see the My Contractors section which shows any company connected to you and their CQN approval status! We call this the CQN default view and this may be all that you need! Great Meets OHS legislation
- You can then Connect with subcontractors or invite on to the system so they can appear in your My Contractors dashboard.
- Click on the contractors' name to their Contractor Summary which includes viewing questionnaire, documents, evaluation
- Within each Contractors Summary, you can configure the Assessment tools to evaluate your contractor . See if they meet your criteria and thresholds.
- Set the approval status based on your own criteria and view in your custom Approval dashboard. And that is the Custom View.

It is that simple. You are only a couple clicks away from getting started. Of course if

you have any questions or want to take a look at any of this functionality, just contact us and we would be happy to get you started or walk you through this area!  
Well I think that covers off our big items for today. We hope that this has been informative for each of you attending.  
I will now pass it back to Jay!

## Q & A Segment

**Any Questions?**

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Now, lets go through questions that have been coming in through chat during the presentation.

**Thanks for attending!**

We'll be posting the video.  
Contact us for slides or other resources at  
[support@cqnetwork.com](mailto:support@cqnetwork.com)

[www.cqnetwork.com](http://www.cqnetwork.com)

Jay: Thank everyone for attending, post quick survey up for attendees to complete.  
Close the presentation.





[www.cqnetwork.com](http://www.cqnetwork.com)

