statewide

Contractor Insurance Management System (CIMS)

CONTRACTOR USER MANUAL

VERSION 2.2

September 2012

Contents

Background

In response to concerns from Member Councils (currently 149 NSW Councils and County Councils), Statewide Mutual will assume the task of managing Contractors' insurance records to enable Member Councils to focus their attention more on the management of works and/or services provided by the Contractor.

The system is be a secure, web-based, password protected database, where Contractors, working with Member Councils (currently in NSW only) can register their business and insurance information.

How it works:
Councils may require Contractors to register (or be registered) in the Contractor Insurance Management System (CIMS) prior to engagement for works with Council.

Contractors simply access the CIMS website and register online, initially citing ABN and key business contact details. A small annual registration fee needs to be paid online as part of the registration.

Once payment has been accepted, the system will generate and automatic email notification quoting a unique Account number. The Contractor will then be required to enter insurance policy details and upload (or mail/ fax) copies of both the Schedule and PDS for each policy.

Statewide will review insurance documentation and manage this information, so that Member Councils receive and can view a single, clear overview of the policy coverage, limits and exclusions for each Contractor.

What does the Contractor get out of CIMS?

1. Single registration point of insurances for Contractors working for NSW Councils,
2. Ability to include Company licences, certifications and other supporting documents
3. Insurance information provided is verified by qualified professionals and converted to plain English.
4. Electronic reminders issued when policies and registration dates are approaching expiry.
5. Register once for access to one/many NSW Councils (currently)
6. Save time and money in managing and forwarding copies of insurances to each Council, for each job/tender.

The system will have both online and telephone support.

1. Accessing CIMS

To access the CIMS site, users can choose the following options:

Via the Statewide Mutual Website

www.statewide.nsw.gov.au then click on the Contractor Insurance Management System logo

Direct access to Contractor Insurance Management System site:

www.statewide.e3learning.com.au

2. Registering in CIMS

Registering within the Contractor Insurance Management System (CIMS) is relatively simple.

Before commencing the registration, Contractors should ensure that they have the following minimum information available before registering. The things required are:

- Internet Connection (min. Internet explorer V7)
- ABN
- Email address
- Business contact name, address and phone
- Credit Card and/or Paypal

2.1 - Create my Account:

Once you are at the home page for the CIMS site, to commence the registration process click on

2.2 - Begin Registration:

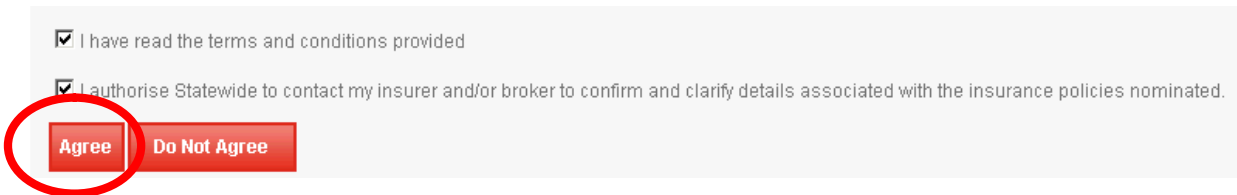After selecting "Create my Account" you will be taken to the Welcome page:

Please read the information contained before proceeding. It again reinforces the information required to complete registration and loading of insurance information.

Once you are satisfied that you have all you need to proceed, click on

2.3 - Insurance Check Authority and Terms and Conditions:

This page details information concerning both the Terms and Conditions for use, together with an authority to liaise with your insurer/broker to clarify aspects relating to your insurance policies.

Once you have read and understood the information and are happy to proceed, please click on the buttons adjacent to each of the statements; then click on

☑ I have read the terms and conditions provided

☑ I authorise Statewide to contact my insurer and/or broker to confirm and clarify details associated with the insurance policies nominated.

This will now move you through to the registration process.

2.4 - Commence Registration - ABN:

Please enter your Company ABN.

Contractor Registration

Let's start with your Australian Business Number (ABN).

This unique 11 digit ABN will be automatically checked against the Australian Business Register.

Enter your ABN and click Proceed

ABN [   ] **Lookup**

Only a valid ABN will be accepted.

Can't get through with your ABN ? Email our support team for further assistance.

Enter your company ABN and select Lookup and the number will be automatically checked against the Australian Business Register and if correct the following message will appear.

Windows Internet Explorer ⚠ ABN Confirmed [OK]
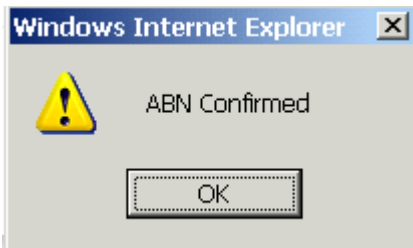
Click on OK to continue.

2.5 - Register Business information/contact:

The system will automatically populate the ABN, Trading Name and Legal Business Name (as per the Australian Business Register).

You will need to complete all available fields.

2.5.1 - Business Account

You have the option to create your own unique username and password. For security of information is it suggested that it be not obvious, particularly the password. ie: You should consider a combination of upper/lower case, numbers and/or symbol e.g. **rT6%zK.**

The system will not allow for the same username and password for multiple accounts.

Business Account

Company Username ●	
	Needs to be at least 6 characters
Password ●	
Confirm Password ●	

PLEASE KEEP A COPY OF THE USERNAME AND PASSWORD YOU HAVE CREATED. YOU WILL NEED THIS IN THE FUTURE TO ACCESS AND UPDATE YOUR ACCOUNT

2.5.2 - Business Information

Business Information

Trading Name ●	XXXXXXXXXXXXX
Legal Business Name ●	XXXXXXXXXXXXXXX
ABN ●	XXXXXXXXXXXX
Business Type ●	Select Your Business Type
Major Business Group ●	Select your Major Business Group

Automatically populated

Select Business Type from drop down Menu:

Select Your Business Type
Individual/Sole Trader
Association
Proprietary Company
Company
Government Body
Public Company
Partnership

Next you must select you Major Business Group from drop down menu (note: this list should correspond with the WIC code used for workers compensation insurance). This is a two part process that uses both a major category and a minor category.

```
Select your Major Business Group
Accommodation, Cafes and Restaurants
Agriculture, Forestry and Fishing
Communication Services
Construction
Cultural and Recreational Services
Education
Electricity, Gas and Water Supply
Finance and Insurance
Government Administration and Defence
Health and Community Services
Manufacturing
Mining
Personal and Other Services
Property and Business Services
Retail Trade
Transport and Storage
Wholesale Trade
```

Depending on the Major Business Group selected, a second related list will appear.

Eg: if the Major Business Group selected is Construction, the following Business Category list appears.

```
Air Conditioning and Heating Services
Aluminium Door and Window Installation
Bricklaying Services
Building Exterior Cleaning and Maintenance Services
Carpentry Services
Cement Rendering and Plastering
Concrete Construction Services
Concrete Paving Services
Construction Services nec
Demolition
Electrical Services
Exterior/Interior Blind and Awning Installation Services
Glazing Services
House Construction
Landscaping Services
Non-Building Construction nec
Non-Residential Building Construction
Painting and Decorating Services
Plasterboard and Decorative Plaster Fixing
Plumbing Services
Residential Building Construction nec
Road and Bridge Construction
Roofing Services
Scaffolding Services
Site Preparation Services
Structural Steel Erection Services
Telecommunication, Alarm and Security System Installation Services
Tiling and Carpeting Services
```

The completed fields should now look like:

Business Type ●	Company
Major Business Group ●	Construction
Business Category ●	Concrete Construction Services

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2.5.3 - Business Contact Details

Please complete above information. Please double check email address before submitting as this will be used to provide reminders when registration and/or insurances are due to expire.

Business Contact Details

Contact First Name ●

Contact Surname ●

Customer Service Phone ●

Customer Service Email ●

2.5.4 - Business Address

Please complete business address information. This is not registered address for the company, not the mailing address.

Business Address

Street Address ●

Suburb or City ●

State ● NSW

Postcode ● 2001

Country ●

2.5.5 - Mailing Address Details

Please complete as appropriate. If mailing address same as Trading Address, simple tick box ☐ .

Mailing Address Details

Same as Trading Address ☐

Include PO Box/ ??

Street Address ●

Suburb ●

State ●

Postcode ●

2.5.6 - Broker Details (if any)

Tick box if a broker is used. This will open up additional fields.

Please complete contact details for broker (if applicable).

2.5.7 - Create Account

Once you have checked all the information and are happy with its accuracy, please click on

Create Account to submit.

2.5.8 - Pay Registration Fee

Please enter the Account Number that was emailed to you then click on **Proceed to Payment**

Payments can be made using either Credit Card or Paypal. Once your payment has been processed, your will be emailed your account number.

2.5.9 - Accessing your account

.

Please enter your Username and Password then click **Login** .
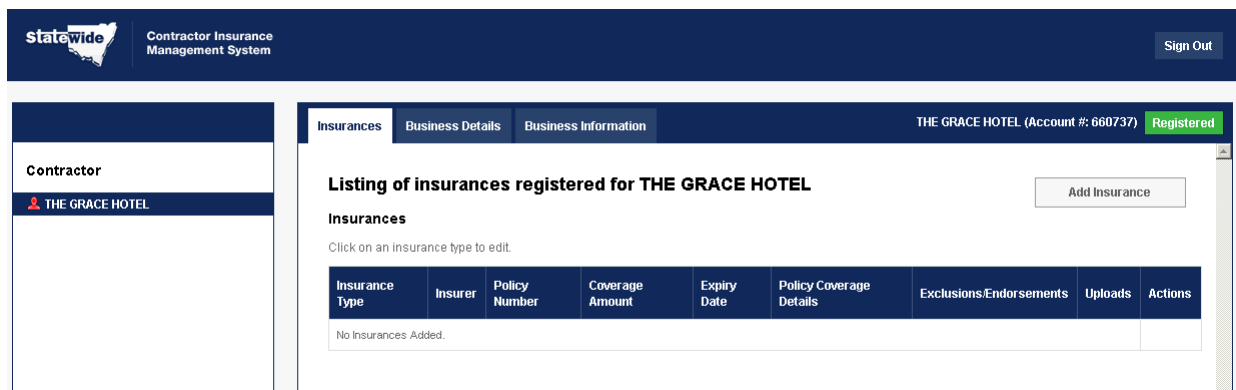
3. Accessing your Account – Contractor Dashboard

Once you have logged on, you will be taken to your Contractor Dashboard. This will display confirmation details regarding your Trading Name, Account Number, and current registration status.
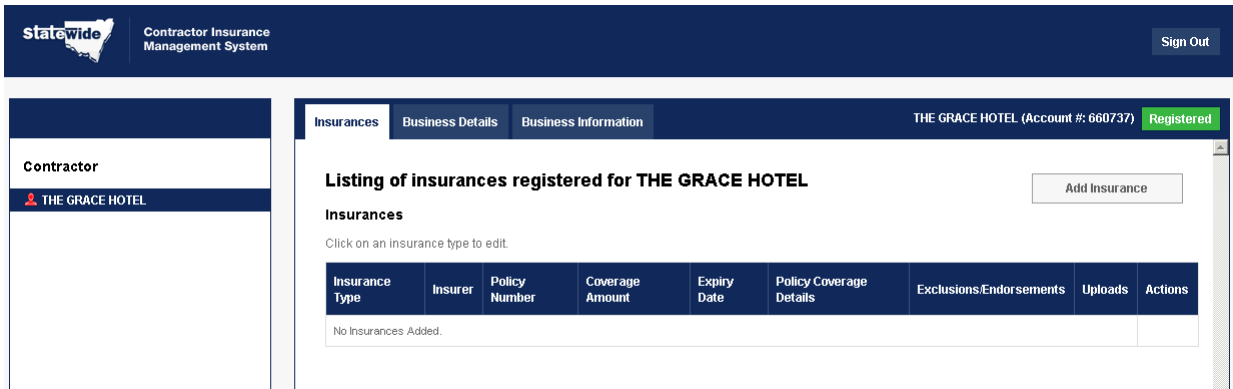
There are also three page tab options covering:

Insurances: This is where the contractor can enter/update details relating to the relevant insurance policies). This information will be verified by Statewide.

Business Details: Confirmation of contact and business details (as entered as part of registration)

Business Information: This is additional Business information, relating to WHS systems and documentation. This information is not verified by Statewide.
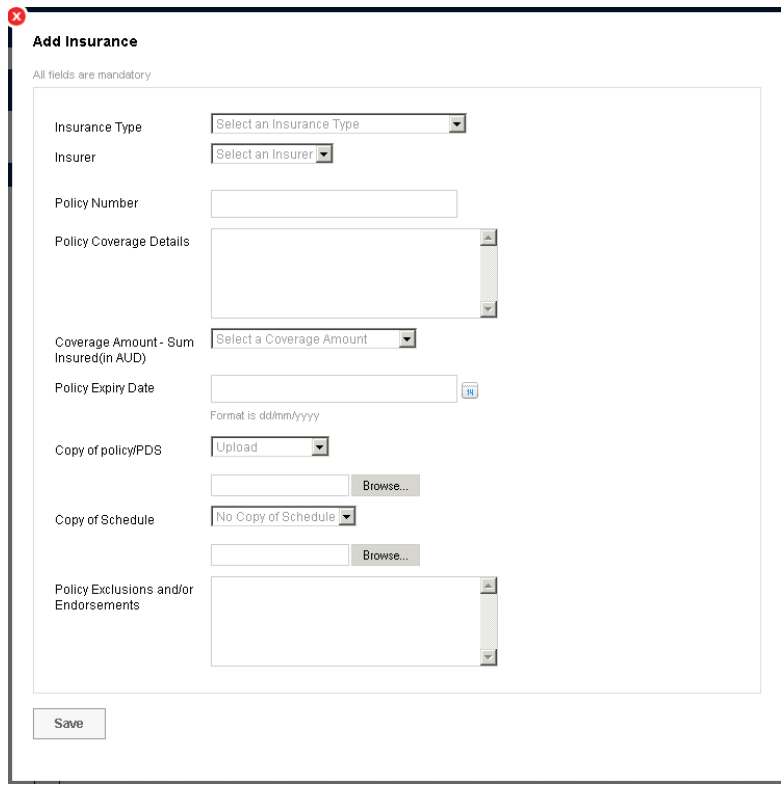
4.   Adding Insurance Policy Information

When you log in, you will be taken to the Contractor Dashboard, which defaults to the Insurance tab option.

To add new/extra policy, select

The following screen becomes visible:

All fields must be completed prior to Saving.

4.1 – Insurance Type

Use drop down menu option to select appropriate insurance policy.

Insurance Type   Select an Insurance Type ▼

Scroll down list and click on desired policy

Select an Insurance Type ▼
Select an Insurance Type
Asbestos Liability Insurance
Aviation Liability Insurance
Contract Works Insurance
Fidelity Insurance
Marine Liability Insurance
Motor Vehicle Insurance
Personal Accident and Illness Insurance
Product Liability Insurance
Professional Indemnity Insurance
Public Liability Insurance
Workers Compensation Insurance

4.2 – Insurer

Use drop down menu option to select appropriate insurer.

Insurer   Select an Insurer ▼

Select from the list or alternatively you may need to choose "Other" is insurer not listed. If you choose "Other", please add name of insurer in the extra field provided. This will be verified and may be updated to ensure consistent wording is used.

Select an Insurer ▼
Select an Insurer
CGU
Allianz
CGU
FAI
Liberty
QBE
Vero
Zurich
Other

Insurer   Other ▼

(Others please specify)

4.3 – Policy Number

Insert Policy Number as list on the policy documentation. This is a free text field and can contain alpha/numeric characters.

Policy Number

4.4 – Policy Coverage Details

This is a free text field that will enable a description of the type of activities for which the policy covers. This is important so that Council users can check to make sure that the preferred contractor is covered for the activities for which are required to provide to Council.

Policy Coverage Details

Note: Information provided will be verified by Statewide, using information contained within the policy and/or schedule and may be updated prior to being made viewable to Council users.

4.5 – Coverage Amount

Please select or nominate the coverage amount from the drop down list.

Coverage Amount - Sum Insured(in AUD)   Select a Coverage Amount

Select a Coverage Amount
Select a Coverage Amount
500K
1M
2M
3M
4M
5M
10M
20M
30M
50M
100M
Statutory Limit – Workers Comp
Market/ Agreed Value
Other - specify amount

If the amount selected is "Other – specify amount", the following field will appear for update. Please follow instructions.

Coverage Amount - Sum Insured(in AUD)   Other - specify amount

For other amounts, please specify with K(thousand) or M(million) suffix. e.g. for 10 million, specify 10M and for 100 thousand, specify 100K

4.6 – Policy Expiry Date

Please select/input the Policy expiry date for the nominated policy.

Policy Expiry Date [   ] 📅

Format is dd/mm/yyyy

You can use the 📅 to access a calendar. Navigate using the drop down options then click on the desired date.

◀	January ▼	2012 ▼	▶

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	**11**	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

4.7 – Copy of Policy/PDS

In order for the information to be verified, the system requires the contractor to provide a copy of both the policy/PDS. The system provides options to upload/mail or fax. Select the appropriate option.

Note: Certificate of Currency will only be accepted for Workers Compensation policy. They will not be sufficient supporting evidence for other policy types – hence the requirement for Policy and Schedule.

If you have an electronic copy you can upload using the Browse option and selecting the required file.

Copy of policy/PDS   [Upload ▼]

[   ] [Browse...]

If you select mail or fax options the following messages appear.

Copy of policy/PDS   [Sending via Mail ▼]   or   [Sending via Fax ▼]

Mailing Address: Attention - Statewide Mutual (CIMS)
Level 11, 66 Clarence Street,
Sydney NSW 2000

Fax: Attention - Statewide Mutual (CIMS) (02) 9299 2029

NOTE: When Mailing or Faxing, please include/attach a copy of your Account Number

4.7 – Copy of Schedule

As with the policy/PDS the system requires the contractor to provide a copy of the supporting insurance schedule. This is important to help clarify coverage and exclusions. The system provides options to upload/mail or fax. Select the appropriate option.

If you have an electronic copy you can upload using the Browse option and selecting the required file.

Copy of Schedule   No Copy of Schedule ▼

[   ] Browse...

Details for uploading, mailing or faxing are the same as for Policy/PDS above.

NOTE: When Mailing or Faxing, please include/attach a copy of your Account Number

4.8 – Policy Exclusions and/or Endorsements

This section allows for the Contractor to detail any policy exclusions and/or endorsements.

This may for example exclude the contractor working with asbestos.

Policy Exclusions and/or
Endorsements

Note: Any information entered within this field may be updated by Statewide following a detailed review of the policy documentation and confirmation with the Contractor's insurer.

Once you have completed all fields and are ready to submit, click on [Save]

This will change the status for this policy to PENDING and will be automatically added to the Statewide Admin Dashboard for verification. Once all details have been checked and verified, the status will be updated to VERIFIED.

Once updated, the Contractor's Dashboard (Insurance Tab) will display policy information.

5. Business Information (WH&S, Licences, registrations)

Contractors will be encouraged to complete the following contained on the Business Information Tab.

| Insurances | Business Details | Business Information |

This information relates to Work Health and Safety and will not be verified by Statewide.

Work Health and Safety

The information contained within this page is displayed as provided by the Contractor and has not been verified by Statewide Mutual. Councils should conduct their own manual verification of this information before relying on its content.

1 . Is there a documented company Work Health and Safety (WH&S) Management system manual or plan?   ◉ Yes ○ No

2 . Comments (Optional)

Based on AS4801

Upload Supporting Document (if any for your response above) [Current Supporting Doc (2010 RMAP prep.xls)]

[Browse...] [Upload]

3 . Is the company WH&S Management System accredited with a NSW Government Department or other recognised independent authority?   ◉ Yes ○ No

4 . Comments (Optional)

SAI Global - last audited 30/09/2011

Upload Supporting Document (if any for your response above)

[Browse...] [Upload]

5 . Has the company prepared a documented safe operating procedure or specific safety instructions relevant to its operations?   ◉ Yes ○ No

6 . Comments (Optional)

SOP's for each acitvity documented within organisation intranet.

Upload Supporting Document (if any for your response above) [Current Supporting Doc (Effort Award.pdf)]

[Browse...] [Upload]

7 . Does the company have any other licences/ permits or registrations that are relevant to its operations?   ◉ Yes ○ No

8 . Comments (Optional)

Liquor licence no. 123456789
See attached

Upload Supporting Document (if any for your response above) [Current Supporting Doc (2010-2011 AUDIT SCHEDULE-RH.xls)]

[Browse...] [Upload]

Please complete and submit. You can upload one document per question. Try not to load very large documents. Where multiple documents may be required, please provide sample but make comment in the comments box to indicate the other type of supporting documents that could be available if requested.

6. Renewing Insurance Information

Contractors will receive an email notification (approx one month prior to each policies expiry date).

After renewing their policy, Contractors should log in and EDIT the insurance information.

To do this simply CLICK on the required Policy and update the appropriate fields.

As a minimum, Contractors should update the following fields:

- Policy Expiry Date

- Upload current Policy

- Upload Current Schedule

Failure to update by the Policy expiry date will change the status of that policy to "EXPIRED"

Contractors should review all remaining fields on the Insurance page for currency and update as required.

After updating insurances, the policy status will be re-set to "PENDING" and will then be re-assessed by a Statewide Mutual Assessors. Once checked and verified the status will again be re-set to "VERIFIED".

Whilst logged in, it is recommended that the Contractors should also review Business Contact and Business (WHS) Information to ensure they remain current.

7. Renewing registration

Contractors will receive an email notification one month prior to registration expiry. Contractor will be required (prior to their registration expiry date) to log in the system and renew registration via an online payment.

Contractors should take this opportunity to review all information contained within their account (i.e.: Insurance, Business contact details and Business (WHS) Information) and update as required.

Further information regarding this process will be provided/updated in future manual updates.

Statewide CIMS Support

Level 11, 66 Clarence Street
Sydney NSW 2000
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Fx (02) 9299 2029

www.statewide.nsw.gov.au