# ComplianceWire®

## COMPREHENSIVE TRAINING SOLUTIONS FOR OPERATIONALLY EXCELLENT ORGANIZATIONS

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*ComplianceWire provides enterprise-wide learning management. It's powerful tools help address key challenges, including employee training, adherence to corporate and industry governance requirements, turnover and cross-functional staff utilization, safety and risk reduction, and operation of critical equipment.*

## Learning that Can Be Measured

Firms within Energy, Manufacturing and other industries must address multiple requirements mandated by a collection of government agencies. A critical step in complying with any regulation — federal or state, OSHA, DOT or EPA — is to ensure that the workforce demonstrates competency with safety policies and their specific work environment.

An improperly implemented training program can place the company, facility, employees and surrounding community at risk. Companies can no longer rely on compliance-mandated training that doesn't measure employee or contractor retention. Rather, today's leading Energy and Manufacturing companies incorporate processes in which individuals can be easily measured on the competencies that are required to perform their jobs, while also keeping them current on the latest technologies and regulatory expectations.

Clients turn to UL EduNeering to move their safety, health and environmental programs beyond just costly OJT, or low quality safety CBT. Our combination of technology, content and learning expertise enables clients to capture many facets of knowledge transfer, combining face-to-face meetings, procedure review and retention, exams and continuous online training, all stored in a single, enterprise-wide safety management solution.

## Powerful Enterprise Learning Management Solutions

More than 350 companies, representing millions of users in industries including Oil and Gas rely on our technologies, curriculum and services every day. The nature of regulated industries is such that Learning Management System (LMS) implementations can be more complex, requiring sophisticated security and flexible governance features to support extended enterprise learning as well as integration with third party systems to improve workflow and simplify auditing/reporting.

UL's cloud-based platform, ComplianceWire alleviates that complexity to assure proficiency of critical compliance and business content among employees, vendors and contractors.

## Reducing Costs by Leveraging Our Infrastructure

By leveraging ComplianceWire, our award-winning best compliance LMS (2009 — 2013 Brandon Hall), clients are improving performance, raising quality standards and achieving regulatory compliance and conformance to procedures. Affordable and efficient, UL maintains the computer hardware, software, security and personnel needed to deliver our solutions via the web. This enables our clients to significantly reduce capital investments, IT resources and operational commitments.

Our company-owned, 24/7 data centers deliver 99.99% uptime with redundant storage, backup power and best-of-breed security.

## Benefit from UL EduNeering's Solutions

UL EduNeering's unique mix of technology, subject-matter expertise and professional services has helped companies meet their unique regulatory compliance needs and business performance goals.

UL's comprehensive training solution integrates three critical components:

### Technology
- Cloud-based Learning Management System, available in more than 30 languages
- Unique risk assessment tools
- Robust management suite for critical documents, policies and procedures

### Content
- 700+ industry best practice courses
- Blended learning includes all of client's training
- Custom course creation; over 5,000 created to date

### Professional Resources
- Professional training services organization
- Customization and technology integration specialty
- Industry leading partnerships and subject matter experts

# Welcome to the NEW ComplianceWire

ComplianceWire has earned it's place as the industry's leading learning management system and for five years running, has won an Excellence in Technology Award from Brandon Hall.

With our latest release, ComplianceWire now provides a dynamic, engaging and user-friendly interface. Mobile ready and easy to use, the new ComplianceWire can make your training better than ever before.

The new ComplianceWire UI is centered on making the learning experience more intuitive and logical for learners, while also enabling them to tailor their experience. A new key feature is the "Action Center," in which learners can identify and focus on tasks and training items that are most important to complete. In addition, you can custom brand their instance of ComplianceWire, helping to instill consistency across your entire enterprise.

**View our brief video at uleduneering.com/compliancewire to learn more, or contact us at 609.627.5300 or email EduNeeringInquiry@UL.com.**

## Sector-Focused Solutions

From a governance, risk management and compliance (GRC) perspective, regulatory agencies such as OSHA, EPA, DOT, BOEMRE and PHMSA drive solution development. Additionally, cross-functional initiatives such as ethics and professional development are integral to serving the needs of the enterprise. Our industry-focused curricula target the diverse needs of learners, regardless of language, culture or education. Subjects include:

- **Environmental, Health and Safety:** The largest library available of industry best practice courses, continually maintained to assure regulatory training requirements are up-to-date.

- **Ethics, HR and Risk Management:** GRC solutions focused on Codes of Conduct, reinforcement of corporate culture, HR policies and regulations from Code of Conduct to FCPA and Conflicts of Interest. The unique and proven approach includes a multi-year ethical culture skill-building program that is supported by the ongoing communications toolkit.

- **Energy Operations:** More than 60 oil & gas courses covering gas gathering, processing and transmission — upstream through midstream to bulk liquid terminalling.

- **Leadership Development:** A comprehensive management training curriculum by CrossKnowledge. Thousands of courses developed by the leading global business schools.

## Online Courses Help Ensure Behavioral Change

UL EduNeering's knowledge assets combine powerful content from industry subject matter experts, who stay close to regulations and trends to ensure continuous material updates, and our own Learning Services team, which prepares dynamic interactions to ensure that content is presented in the most effective manner.

- Learning objectives are carefully specified, presented and reinforced with graphics and interactive elements.
- Instructional user-interface design reduces the time learners must spend absorbing critical information, yet maximizes the amount of information retained.
- Our Mastery Learning approach requires learners to interact with the content and demonstrate proficiency before advancing through a course.

## Manage the Distribution of Critical Documents, Policies and SOPs

Our widely used CICS feature enables companies to drive conformance to procedures, policies and use of forms; conduct surveys; and document critical communication with electronic receipt and tracking to employees, suppliers and contractors. Quizzes can be created and linked by you to these critical documents, so that you can test understanding of the material. ComplianceWire can also provide an "e-acknowledgement" from

employees to signify receipt of these critical documents, or an "e-signature" for employees to sign off on their understanding of the information. Leveraging this technology, clients gain an auditable record of all activity associated with your critical information.

## Provide High-Level Executive Dashboards

ComplianceWire provides "compliance status snapshots" so that senior managers can instantly evaluate compliance training effectiveness — and take remedial action if necessary. This is key to meeting top management's commitment to having a highly functioning safety management system.





### Drive Employee Comprehension of Critical Procedures and Regulatory Requirements

UL's Critical Information Control System© (CICS) allows you to deliver, document and report on sensitive employee communications throughout your company to assure knowledge transfer. Documents can be automatically delivered to one or many individuals via desktop, kiosk-based computers or hand-held devices.

**CUSTOM COURSE DEVELOPMENT**

UL's Learning Services team has developed more than 4,000 custom courses for clients. Every topic, every scenario, and every question and answer will be written specifically for you, based on our interviews with your subject matter experts. Our process is designed to make the custom learning content more relevant for you.

## Custom Courses Engineered for Effective Learning

UL's courses can be customized to address your organization's specific needs. All courses can be adjusted to include company-specific information that complies with regulatory requirements, communicates company policies and procedures, promotes company culture and addresses key messaging. These key messages may include job-specific , facility-specific or client-specific requirements, policies and procedures, hotline numbers or changes to regulatory requirements, as well as your organization's own terminology and images.

## Manage Complex Training Assignments

ComplianceWire provides the versatility and flexibility to enable you to manage multiple training items within multiple locations and departments. Automation, audit trail and real-time reporting are the tenets of ComplianceWire's Platform:

- Maintain an unlimited set of training items and curricula with full support for versioning and change control.
- Link related training items to meet any requirement, and assign this curricula to specific job roles, so when employees transfer to new job roles, they will automatically receive new training.
- Leverage a single platform to manage existing learning methods for a blended system that includes instructor-led, classroom, on-the-job, computer-based and mentoring components.
- Supplement best practice compliance-driven courses with internal content to assure conformance to company-specific procedures.
- Build your own electronic quizzes and exams, and assign these items so they display in the end users' "To-Do" pages alongside courses, SOPs and other third party materials.
- At a moment's notice, you are a mouse click away from a complete, chronological history of end-user activity, as ComplianceWire maintains a full electronic audit trail.
- Robust reporting for users, administrators and managers against a wide range of metrics.

## Custom Integrations Strengthen Your Existing Applications

ComplianceWire is interoperable with industry-standard systems, including HRIS, document management, ERP, MES and other LMSs.

For example, by integrating a document management system with ComplianceWire, an update to a document automatically triggers actions for employees. This solves the compliance challenge of how to properly distribute and track policies, procedures and other critical documents — and changes to those documents — in a timely way. Once alerted, employees must not only read, but also demonstrate understanding — thus increasing operational efficiency and document-based compliance.

## Extend Compliance Learning Securely to Nonemployees

If you are responsible not only for the compliance of your own employees, but also for contractors and subcontractors, you can leverage the SaaS model inherent with ComplianceWire. The solution can be ideal, as it maintains your network security (user activity occurs outside your company's firewall) while also integrating vital nonemployees' compliance information for audit-related purposes.
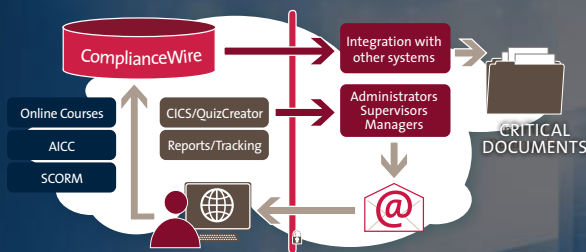
## Integrate Operator Certification Programs

ComplianceWire enables you to integrate training curricula with established operator certification programs employing multiple platform features to provide easily verifiable assurance employees have fulfilled training assignments as defined by your organization.

## ComplianceWire Now Available on iPad

Empower your workforce on the go like never before using the world's most popular mobile tablet. With UL EduNeering's ComplianceWire Learner's App, your employees will have access to their ComplianceWire To-Do List, but with the natural touch-and-feel and convenience of a mobile device. UL EduNeering's new mobile app supports ComplianceWire's functionality including CICS, quizzes, exams, forms, electronic signatures, EduFlex courses, and AICC courses.

### Reduce Costs with our Cloud-Based Platform

ComplianceWire leverages cloud-based computing to embed a learning culture throughout an organization. With our award-winning LMS, clients are improving performance, raising quality standards and achieving regulatory compliance. UL designs and maintains the computer hardware, software, security and personnel needed to deliver these proprietary solutions, helping clients significantly reduce capital investments and operational commitments. UL's 24/7 data center delivers 99.99% up time with redundant storage, backup power and best-of-breed security.

## About UL EduNeering

UL EduNeering is a business line within UL Life & Health's Business Unit. UL is a premier global independent safety science company that has championed progress for 120 years. Its more than 10,000 professionals are guided by the UL mission to promote safe working and living environments for all people.

UL EduNeering develops technology-driven solutions to help organizations mitigate risks, improve business performance and establish qualification and training programs through a proprietary, cloud-based platform, ComplianceWire®.

For more than 30 years, UL has served corporate and government customers in the Life Science, Health Care, Energy and Industrial sectors. Our global quality and compliance management approach integrates ComplianceWire, training content and advisory services, enabling clients to align learning strategies with their quality and compliance objectives.

Since 1999, under a unique partnership with the FDA's Office of Regulatory Affairs (ORA), UL has provided the online training, documentation tracking and 21 CFR Part 11-validated platform for ORA-U, the FDA's virtual university. Additionally, UL maintains exclusive partnerships with leading regulatory and industry trade organizations, including AdvaMed, the Drug Information Association, the Personal Care Products Council and the Duke Clinical Research Institute.

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