

Frequently Asked Questions (FAQ)

We have attempted to make the CCS Certification Program site informative and user-friendly. However, there are some frequently asked questions that you may have. Below are several common questions and answers.

Q: What do we do if we have subsidiaries?

A: *If you have subsidiaries that have the same tax identification number that you would like to include in your record, you will need to answer “yes” to the question on the application that asks about subsidiaries and then list the subsidiaries that you wish to include on your record. The subsidiaries also must use the same safety program in order to be included on the same record.*

If a subsidiary has a separate tax identification number and/or utilizes a different safety program/manual, that company must have a separate record in the CCS Certification Program.

Q: What is the difference between “certified” and “qualified”?

A: *Certified status indicates that a company has a three-year average TRIR and DART equal to or less than 80% of the national average for their NAICS code; has met all of the mandatory requirements and has met at least 50% of the Best Practices for both the Safety Program Review (SPRS) and the Home Office Audit; and has had no OSHA cited fatalities for the past three years.*

Qualified status indicates that a company has a three-year average TRIR and DART equal to or less than the national average for their NAICS code; and has met all of the mandatory requirements for both the Safety Program Review (SPRS) and the Home Office Audit; and has had no OSHA cited fatalities for the past three years.

Any company that does not meet the “qualified” or “certified” criteria and is a construction contractor will have the status of “participant.”

Q: What if we are a vendor or supplier and are not a construction contractor?

A: *Non-construction contractors must go through the same process as construction contractors, but the required criteria are different. For non-construction contractors, the status is either “approved” or “not approved.” “CCS Approved” indicates that a company has a three-year average TRIR and DART rate equal to or less than the national average for their NAICS code; has met all of the mandatory requirements for both the Safety Program Review (SPRS) and the Home Office Audit; and has had no OSHA cited fatalities for the past three years. Any non-construction contractor that does not meet these requirements will have the status of “not approved.”*

Q: What is the application process and how long should I expect it to take?

A: *The initial application process does take some time. Once the application is completed and submitted and the application fee paid, the company completes the Safety Program Review (SPRS) which is what allows CCS Certification Program reviewers to evaluate the company’s written safety program. The SPRS*

requires the company to reference where the policies can be found in the company's written safety program/manual. For this reason, we recommend that the person completing the SPRS is very familiar with your company's safety program. It will take less time than if they are not. Once the SPRS is completed and submitted and the safety program uploaded to the system, the reviewer has thirty days in which to complete the evaluation of your program. If the reviewer assesses the SPRS references and finds them insufficient, the SPRS will be put on hold for thirty days so that the references can be adjusted. The more specific and accurate your SPRS policy references are to begin with, the faster the evaluation process will be.

If your company is eligible to be "qualified" or "certified", a home office audit will be conducted. This is to ensure that your company has implemented and is documenting the policies and procedures in your safety program. Your reviewer will contact you to schedule the audit and you will be given a list of the documentation to prepare.

It is typical for the entire application process to take 2-3 months.

Q: What does it mean to be "on hold"?

A: *A reviewer can put a contractor's record "on hold" during the SPRS scoring process if they have questions regarding some policies that are referenced. You have one chance to rereference any policies in question. Once a company is "on hold", you have 30 days to respond to the reviewer. After that period, the reviewer will score the program as originally submitted.*

Q: Why can't I just send you my safety manual and you look through it to see that I have all of the required criteria?

A: *Because we are asking companies to upload their programs to our system in PDF format, we need the reviewers to be able to access each safety policy quickly and easily without having to spend time searching through the entire program. Many companies have very detailed safety programs. We allow each reviewer up to four hours to evaluate each program and want them to be able to complete the evaluation within that time frame.*

Q: Can I get a refund if I don't complete the application process?

A: *You may request a refund any time prior to submitting the Safety Program Review (SPRS). Once the SPRS has been submitted, we cannot issue a refund as CCS incurs costs at that point. If a refund is issued, the company's record will be deleted from the Program.*

Q: If I am required to have a Home Office Audit (HOA), what do I need to do to prepare?

A: *There are specific documents that a company should have to verify that they are following their safety program/manual. For the Home Office Audit Preparation document, [click here](#).*

Q: I had a HOA in the old system, but I do not see my HOA score on my new record? Why?

A: *Because of the transition from the old system to the new, you will not see a HOA (Home Office Audit) score on your record until you have had a HOA in the new system. Owners and reviewers will still be able to access the old record to view the HOA score until a new HOA is conducted and scored in the new system.*

Q: If my company is eligible to be “qualified” or “certified” and we are located outside of the Indianapolis area, how is the Home Office Audit conducted?

A: *All companies whose program scores and data make them eligible to be “qualified” or “certified” must pass a Home Office Audit (HOA) in order to attain either status. The HOA ensures owners who use the CCS Certification Program to safety pre-qualify companies that the companies have implemented and maintain documentation that they are following the safety policies and procedures in their safety program.*

If a company is eligible for an audit and is outside of the Indianapolis area, the reviewer will conduct an e-audit using Go to Meeting. The reviewer will contact you to set up the e-audit. If you need a web camera, your reviewer will notify the CCS Office and we will mail you a camera in advance for you to install for your audit. It will be mailed with a stamped envelope so that you can mail it back to the CCS office.

Q: How do you determine my annual renewal date and what is the process for the annual renewal?

A: *A company’s CCS Certification Program annual renewal date is determined by its Worker’s Compensation Policy expiration date.*

Reminder emails will be sent to the company contact(s) thirty days and fifteen days prior to a company’s CCS Certification Program annual renewal date. A third renewal email notice will be sent on the due date if the company has not yet initiated the renewal.

To complete the renewal, log on to your company record, click the annual renewal link that can be found on left side of your dashboard. You will be prompted for payment and have the option to either pay with a credit card or indicate that you will be mailing a check to the CCS office. If you choose to pay the renewal fee with a credit card, you will be able to complete the annual renewal right away. If you choose to mail a check, you will be able to complete the renewal once you are notified via email that your check has been received.

Q: What is the difference between “renew without change” and “renew with change”?

A: *When renewing you will be given the option of either renewing with or without changes. If you choose to renew with changes, you will be able to rereference any section of the SPRS that you wish to be rescored. Only the sections that you rereference will be rescored. When finished, you will submit the updated SPRS references and be assigned to your reviewer. You will also need to upload the updated safety program/manual.*

When renewing with changes, you will also input your most current EMR and upload a letter from your Worker’s Compensation policy carrier stating the rate. Your reviewer will verify that the EMR rate that was input matches the rate on the letter. When the renewal is completed, you will receive an email confirming your company’s status in the Certification Program.

If you choose to renew without changes, you will input your most current EMR and upload a letter from your Worker’s Compensation policy carrier stating the rate. Your reviewer will verify that the EMR rate

that was input matches the rate on the letter. When the renewal is completed, you will receive an email confirming your company's status in the Certification Program.

Q: Why do I have to enter my previous year's OSHA data in January? Is this the same as my annual renewal?

A: All companies, regardless of their annual renewal date, are asked to enter their previous year OSHA 300A Log data in January of each year. If the information is not input by February 1, the company is moved to "not current" status until it is input and the OSHA 300A log uploaded. If a company's status changes as a result of the new information changing their averaged TRIR and/or DART rates, they will be notified.

Q: How long do I have to renew before I am moved to "not current" status?

A: Each company's annual renewal date is based upon their company's Worker's Compensation policy expiration date. Companies are considered "not current" if the renewal is not completed 30 days after the renewal is due. Companies stay in "not current" status until the renewal is completed.

Q: What is a resubmission?

A: If a company wants to have any, or all, of its safety program reevaluated, they have one of two options. When the annual renewal is due, they can choose the "Renew with Changes" option. This opens up their SPRS and allows them to rereference any sections that they want to be rescored. If a company wants to have any, or all, of its safety program reevaluated outside of their normal annual renewal period, they can choose the "Resubmit" option. Like a renewal with changes, this opens up their SPRS and allows them to rereference any sections that they want to be rescored.

There is a \$550 fee for resubmittal. Note that if the company chooses to resubmit they will also have to complete their normal annual renewal and pay the annual renewal fee when it is due.

Q: How do I change my username and password?

A: Each time you log in to your company record you will see your company contact information, including your username and password. You have the ability to change any or all contact information any time you log in.

Q: What do I do if I forgot my username and password?

A: If you forget your username and/or password, you can click the "Forgot Password" link and it will be emailed to the contact person on your company record.

Q: What is the CCS-IDOL Certified Partnership?

A: CCS and IDOL entered into an agreement in 2005 to provide a benefit to "certified" contractors in the CCS Certification Program. The Partnership provides an opportunity to CCS "certified" contractors who routinely work in Indiana to participate in an IDOL partnership program without having to enroll in separate Partnerships with IDOL on a job-by-job basis.

Q: How do I become a CCS-IDOL Certified Partner?

A: When you complete your annual renewal, if you become "certified" or continue to be "certified" you

will receive a copy of the Partnership Agreement, along with a Letter of Intent to join the Partnership. Please read over the agreement, and if you are interested in being considered for the Partnership, sign the Letter of Intent and return it to us via email, fax, or mail. We will forward your request to the Indiana Department of Labor, which makes the final determination. Please note that your company must be a member of the CCS Association, in addition to being a “certified” contractor, in order to be considered.

Q: My record has been deactivated. Can I get reactivated?

A: *Once your record has been deactivated, you will need to start a new application to participate in the CCS Certification Program. Please contact the CCS Office for more information.*

If you do not find the information you are looking for, please contact the CCS office at (317) 686-2665.