

# Contingent Worker Operations Center (CWOC)

## Onboarding Toolkit

Last Updated December 2018

Version 10

### Inside this toolkit:

- Introduction
- Overview
- Roles and Responsibilities
- Processes
- Glossary
- Frequently Asked Questions
- Appendix

## Table of Contents

TOOLKIT INTRODUCTION .....	3
ONBOARDING LIFECYCLE .....	5
ROLES AND RESPONSIBILITIES .....	6
ONBOARDING PROCESS.....	7
GLOSSARY.....	22
FREQUENTLY ASKED QUESTIONS.....	24
APPENDICES .....	27

## TOOLKIT INTRODUCTION

The Contingent Worker Operations Center (CWOC) Toolkit has been developed to provide Suppliers and Assignment Sponsors an instructional outline of the end-to-end onboarding process. This guide will primarily focus on the steps necessary to onboard Contingent Workers (CWs) and where additional resources can be found.

For a more concise, high-level overview of the process, Suppliers may locate the SPOC Training on the [Suppliers Guidelines & Documents](#) internet page and Assignment Sponsors may locate the AS Training on the [Global Contingent Workforce Management](#) intranet page.

Questions about the onboarding process should be directed to the Contingent Worker Operations Center (CWOC) via email at [cwoc.group@jpmchase.com](mailto:cwoc.group@jpmchase.com) or via phone at 1-855-900-CWOC (USA) or 201-595-1807 (International). Suggestions for improving this toolkit may be expressed via email at [cwoc.group@jpmchase.com](mailto:cwoc.group@jpmchase.com).

### **PROCESS HIGHLIGHTS**

The Contingent Worker Operations Center (CWOC) is JPMorgan's central point of contact for onboarding CWs. This team owns the process of creating and reactivating Standard IDs (SIDs) for CWs, as well as manages and tracks the CWs onboarding processes.

- Suppliers are required to identify a Supplier Single Point of Contact (*SPOC*) to work with CWOC for their onboarding transactions.
- Suppliers will submit Identity Request Form (IDRF) containing the required onboarding data directly and securely to CWOC
- Assignment Sponsors and Suppliers will receive the CW's *provisional* SID once CWOC establishes the identity record (An Assignment Sponsor must wait for the ready to work email before allowing the worker to begin their assignment).
- Assignment Sponsors and Suppliers will be notified when the worker has passed Pre-Engagement Screening (*PES*) and is eligible for assignment. At this point the *provisional* SID becomes *confirmed*.
- Beeline is the tool used to source and manage IT Project and Staff Augmentation (IT and non-IT) contractors billed to cost centers in the following countries: US, UK, Ireland, Luxembourg, India, Hong Kong, Philippines, Australia, New Zealand and Singapore.

## **ASSIGNMENT SPONSOR RESPONSIBILITIES**

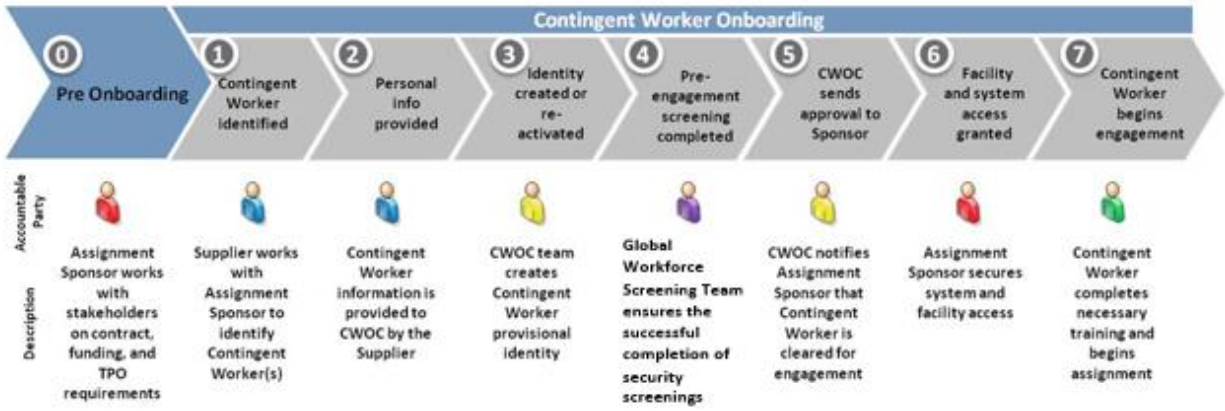
- Assignment Sponsors are responsible for holding Suppliers accountable to their role in this new operating model.
- Assignment Sponsors have important duties throughout the pre onboarding, onboarding, and offboarding processes. The Assignment Sponsor will be responsible for:
  - Funding and contract execution, as well as, satisfying Sourcing and TPO requirements
  - Requesting qualified CWs for open positions
  - Provide all accurate data to the suppliers for IDRF fields which they are the source of as per the legend tab on the IDRF. ([Identity Request Form](#))
  - Adhering to rules regarding *provisional* SIDs so that CWs are not granted access to JPMC facilities or systems prior to clearing PES
  - Work with Suppliers to ensure successful onboarding & offboarding of CWs
  - Complete assigned assignment training

## **SUPPLIER RESPONSIBILITIES**

The Supplier is responsible for the oversight of their workforce that has been positioned within JPMorgan at all times. The Single Point of Contact (SPOC) acts as a process conduit for consistency and sustained alignment with JPMC processes/policies.

- Suppliers will primarily utilize Assignment Sponsor/Delivery Manager relationships in their overall interactions with JPMorgan regarding CWs.
- Suppliers are required to identify up to three individuals to serve as Single Point of Contact (*SPOC*) with CWOC for all of their onboarding transactions. The Supplier SPOC will be responsible for:
  - Presenting qualified applicant(s) for CW consideration and identifying returning candidates
  - Ensuring CW(s) complete PES and meet work authorization requirements for the location
  - Reviewing the IDRF with the Assignment Sponsor to ensure that correct data has been provided prior to submitting CW(s) information to CWOC via Voltage SecureMail
  - Ensuring that CW(s) **do not** commence work before PES is successfully completed
  - Trouble-shooting, resolving issues, and interacting with CWOC







# ONBOARDING LIFECYCLE



## ACCOUNTABLE PARTY




## ROLES AND RESPONSIBILITIES

ROLE	DESCRIPTION	RESPONSIBILITY
 JPMC Assignment Sponsor	JPMC Employee who is accountable for oversight of their CWs throughout their assignment and initiates the process of offboarding	<ul style="list-style-type: none"> <li>Obtain contract and validate funding, as well as satisfy the firm's Sourcing and TPO requirements</li> <li>Coach and support engaged Suppliers in the firm's onboarding and offboarding model</li> <li>Identifies satisfactory candidates from pool presented by Supplier</li> <li>Accountable, along with Supplier, for successful onboarding and offboarding of CW(s)</li> <li>Ensure that CW does not begin work prior to clearing Pre-Engagement Screening</li> <li>Ensure Assigned Assignment Training is completed</li> <li>Inform CWOC of any Start Date Changes.</li> </ul>
 Supplier Account Executive	Senior-level Supplier Employee who owns and manages the Supplier-to-JPMC Relationship	<ul style="list-style-type: none"> <li>Manages relationship between the Supplier and JPMC</li> <li>Accountable for overall onboarding compliance of CWs for the Supplier organization</li> <li>Resolves high-level issues</li> </ul>
 Supplier Single Point of Contact (SPOC)	Supplier Employer who will have the responsibility of interacting with the Sponsor to onboard all CWs from that Supplier for each assignment	<ul style="list-style-type: none"> <li>Accountable person in the Supplier organization who will submit all CW information completely, accurately, and securely to CWOC</li> <li>Communicate onboarding process within Supplier organization</li> <li>Ensures CW initiates the PES process</li> <li>Follow-up with issues regarding CW onboarding</li> </ul>
 CW Operations Center (CWOC)	Centralized team which coordinates the onboarding process for CWs	<ul style="list-style-type: none"> <li>Create and re-activate CW identities</li> <li>Track the CW through the onboarding process including PES completion</li> <li>Communicate status to Assignment Sponsors and Suppliers</li> <li>Help supplier and assignment sponsor troubleshoot &amp; resolve issues</li> </ul>
 JPMC Sourcing Manager	JPMC Employee who is responsible for ensuring the contracting process between Supplier and JPMC is complete before a CW is onboarded	<ul style="list-style-type: none"> <li>Accountable for Contract negotiation and execution with the Supplier</li> </ul>
 CW	Supplier personnel being considered for a CW role at JPMC	<ul style="list-style-type: none"> <li>Accountable to disclose any prior employment with JPMC, either as an employee or a CW</li> <li>Accountable for following all policies and actions regarding onboarding, including full completion of required information for onboarding and PES</li> <li>Does not, under any circumstances, report to duty, enter any JPMC facilities or access any JPMC systems until he/she cleared PES and has been notified by the assignment sponsor to start the assignment</li> </ul>


## ONBOARDING PROCESS

**Note:**

The blue mailbox icon (  ) throughout the document represents a communication exchange with CWOC.

### 0 Pre Onboarding - Pre-requisites

Prior to beginning the onboarding process, several ‘pre-requisite’ steps must be completed. The Assignment Sponsor and Supplier must work with Sourcing to ensure that funding guidelines have been followed. Those parties will work together to fulfill any Third Party Oversight (TPO) requirements, if necessary. Once all of these requirements are met, Suppliers are permitted to onboard CWs.

#	ACTIONS REQUIRED	OWNER
0.1	<ul style="list-style-type: none"> <li>• Assignment Sponsor receives confirmation of funding approval from leadership</li> <li>• Assignment Sponsor checks with the appropriate <a href="#">LOB Sourcing Representative</a> (link only accessible to those with JPMC corporate intranet access) that an MSA is established with the given Supplier                             <ul style="list-style-type: none"> <li>○ If there is an MSA and the Supplier is cleared with Sourcing, the Assignment Sponsor and the Supplier write the statement of work (i.e., schedule) and JPMC and the Supplier execute the finalized statement of work</li> <li>○ If there is not a MSA , the Assignment Sponsor discusses with Sourcing how to obtain a MSA or choose a different Supplier</li> </ul> </li> <li>• For more information, refer to the <a href="#">Global Supplier Management Policy</a> Link only accessible to those with JPMC corporate intranet access) or contact your <a href="#">LOB Sourcing Representative</a> (link only accessible to those with JPMC corporate intranet access)</li> <li>• Assignment Sponsor (and/or Sourcing Manager, where applicable) obtains written contract from Supplier, engages Legal to review contract, and obtains physical signatures, as necessary</li> </ul>	 Assignment Sponsor

A supplier must have a Profile Record executed in the NEIM database (for pass-through into the ID Owner repository) before any Standard ID can be set-up to be aligned under that profile. **Only a JPMC Employee, of VP level or above, may request that a new Supplier be added to the System.** Sponsors can request a Supplier be added by completing a [NEIM Supplier Add Request Form](#), located on the [Global Contingent Workforce Management page](#) and submitting it to CWOC. Supplier information will only be added if an executed MSA Contract or other agreement that GSS and Legal have deemed appropriate for this purpose has been placed in the Ariba database as the Firm's contract repository. In certain cases this may not reside in Ariba but in an approved alternate supplier contract repository.

**Important Tip:** While a Contract is in *Draft* status, CWs may begin the onboarding process; however, the ready to work email will not be released until the Contract Status is changed to *Published*.

#	ACTIONS REQUIRED	OWNER
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0.2

- If the Assignment Sponsor is unsure if the Supplier is listed in NEIM, they can inquire by either emailing CWOC Group ([cwoc.group@jpmchase.com](mailto:cwoc.group@jpmchase.com)) or by calling CWOC
- If the Supplier is not listed in NEIM, the Assignment Sponsor receives an email linking with the request form below, which is accessible on the [Global Contingent Workforce Management](#). **Only a JPMC Employee, of VP level or above, may request that a new Supplier be added to the System.** If the Supplier is listed in NEIM and an executed Master Services Agreement has been verified (8c) the Assignment Sponsor receives SPOC designation instructions.



Assignment Sponsor


JPMORGAN CHASE & CO.

Contingent Worker Operations Center  
US: 1-855-900-2962 International: 201-595-1807

**NEIM Supplier Add Request Form**

Please submit completed form to [cwoc.group@jpmchase.com](mailto:cwoc.group@jpmchase.com) for processing.

Requestor SID	
Legal Name of Supplier	
MSA or Contract Number	
Estimated Number of Workers who will be supplied by this Supplier	
Estimated Number of Assignment Sponsors who will be using this Supplier	
Regions and Countries where supplier will supply JPMC workers.	
Sourcing Lead (Name and SID)	
Sourcing Executive (Name and SID)	
Legal Reviewer (Name and SID)	
Supplier Manager (Name and SID)	
Vendor Contact (Name/Tel/Email):	
Vendor Address:	
Work Location for the worker(s)	





- If an Assignment Sponsor is not aware of their contract ID, they should contact their respective [Third Party Oversight \(TPO\)](#) or Sourcing LOB.
-  Assignment Sponsor submits the form to the CWOC mailbox ([cwoc.group@jpmchase.com](mailto:cwoc.group@jpmchase.com))
- CWOC reviews the form and returns to the Assignment Sponsor if the form is missing a Master Services Agreement (MSA Contract) or any required information
- CWOC keys new Supplier into NEIM and sends confirmation to Assignment Sponsor indicating Supplier has been successfully added. This message will include a link to the Contingent Worker Onboarding Toolkit for help in next steps to onboard CWs.

Suppliers must designate a person in their organization to serve as the Single Point of Contact (SPOC) with CWOC. The Supplier SPOC must be designated prior to commencing any onboarding transactions.

This Supplier SPOC must use Voltage SecureMail, JPMC’s secure, encrypted email channel in all correspondence with CWOC that contains confidential CW information. Suppliers will be required to perform a one-time setup test of their personal Voltage capability in advance of onboarding CWs.

SecureMail will work with any fully functional browser on any platform.

**Important Tip:** Unsecure files received by CWOC will be rejected.



#	ACTIONS REQUIRED	OWNER
0.3	<ul style="list-style-type: none"> <li>Supplier identifies a SPOC within the organization</li> <li>SPOC contact information should be sent by the Supplier to the CWOC mailbox (<a href="mailto:cwoc.group@jpmchase.com">cwoc.group@jpmchase.com</a>)</li> <li>SPOC informs Supplier organization of SPOC role and process implications</li> </ul>	 Supplier
0.4	<ul style="list-style-type: none"> <li>CWOC sends Voltage SecureMail set-up information to Supplier SPOC</li> <li> Supplier SPOC sets up a secure email connection with CWOC using the Voltage SecureMail</li> <li>All Suppliers will receive secure file submission instructions (Quick Reference Guide).</li> <li>If this initial email cannot be located or for additional questions, contact 855-900-CWOC</li> </ul>	 Supplier SPOC
0.5	<ul style="list-style-type: none"> <li>Supplier SPOC understands how to complete all onboarding forms including the re-entry check form and the identity request form               <ul style="list-style-type: none"> <li>Call the CWOC help desk (855-900-CWOC) if there are outstanding questions</li> </ul> </li> </ul>	 Supplier SPOC

1

CW Identified

In Step 1, discussions occur between the Supplier and the Assignment Sponsor to determine the appropriate resource(s) for the specific JPMC engagement. This step should take place in advance of the contract start date. The Assignment Sponsor agrees on a qualified candidate(s) so that onboarding can begin.

**Important Tip:** Suppliers must identify candidates who are previous employees of JPMC, as a re-entry check is required of these candidates prior to onboarding.




#	ACTIONS REQUIRED	OWNER
1.1	<ul style="list-style-type: none"> <li>• Assignment Sponsor provides information to the Supplier about the type of resource(s) and other assignment details needed for the role</li> <li>• Supplier provides a list of candidates and credential information (resume/CV) to fill the role</li> </ul>	 Supplier
1.2	<ul style="list-style-type: none"> <li>• Assignment Sponsor reviews credential information and performs interviews, if necessary</li> <li>• Assignment Sponsor identifies satisfactory candidate from pool presented by Supplier</li> <li>• Assignment Sponsor communicates to Supplier regarding chosen/preferred resources</li> </ul>	 Assignment Sponsor

# 1

## CW Identified – Re-entry

If a possible Candidate has previously worked at JPMC as an Employee, a re-entry check is performed prior to the onboarding process to ensure that the individual is permitted to return to JPMC. The re-entry check is important in that it ensures that the individual was not removed for cause and that sufficient time has elapsed to satisfy the Human Resources break in service policy requirements.

For re-entry employees, the Supplier SPOC securely submits a Re-entry Check Form located on the Supplier Personnel Policies page to CWOC prior to proposing the individual as a candidate to the JPMC Assignment Sponsor for consideration.

#	ACTIONS REQUIRED	OWNER
1.3	<ul style="list-style-type: none"> <li>• Candidate completes CW Re-Entry Check form and sends to Supplier:</li> <li>• Supplier SPOC sends completed form to <a href="mailto:cwoc.group@jpmchase.com">cwoc.group@jpmchase.com</a> via Voltage SecureMail</li> </ul>	 Supplier SPOC
1.4	<ul style="list-style-type: none"> <li>• CWOC engages HR to process the request</li> </ul>  CWOC communicates to Supplier SPOC the outcome of the re-entry check request.	 CWOC




## 2



### Personal Information Provided

Once selection discussions have occurred and re-entry workers have been validated, the Supplier SPOC has the responsibility for submitting the required onboarding information to CWOC.

The Supplier completes the Identity Request Form for one or multiple CWs. All forms must be funneled through the Supplier SPOC for submission via Secure Voltage.

**Important Tip:** It is very important that care be taken in compiling the data as incomplete and inaccurate data submissions will be rejected by CWOC. It is important that the information provided in the IDRf matches the Contingent Workers official identification. Incomplete information will delay the process.

#	ACTIONS REQUIRED	OWNER
2.1	<ul style="list-style-type: none"> <li>• Supplier SPOC obtains personal information associated with the CW and that is captured on the Identity Request Form (<i>IDRF</i>).</li> <li>• Supplier SPOC and Assignment Sponsor complete the form and review it for accuracy prior to submission</li> <li>• Multiple workers may be added to a single form</li> <li>• All information must be complete and correct prior to submission</li> <li>• It is of utmost importance that critical data fields within the IDRf for which the Assignment Sponsor is responsible (i.e. service type, job code, cost center) are entered accurately.</li> <li>• In order to be compliant with the JPMC Hiring of Referred Candidates Policy, all workers must be validated against the JPMC Referral Portal to determine if additional information is required prior to onboarding. In order to support this validation process two data elements must be provided during Contingent Worker onboardings:               <ul style="list-style-type: none"> <li>○ Email Address-This must be an email address for the Contingent Worker – we will no longer accept the Supplier SPOCs email address in lieu of the candidate’s</li> <li>○ It must be a personal email address – a corporate email address owned by the Supplier will not be accepted</li> <li>○ The email address may not be from an educational domain</li> <li>○ Contact Number- This must be the phone number for the Contingent Worker – do not provide the Supplier’s general phone number or the SPOC’s phone number in lieu of the candidate’s primary contact number</li> <li>○ If option #2, #3, #4 is selected located on field 25 on the IDRf, please ensure the referral has been submitted in the (<a href="#">Referral Portal</a>) prior to submitting the IDRf to the CWOC Group for processing.</li> <li>○ Please refer to the Legend Tab on the IDRf to understand who supplies what information in each field.</li> </ul> </li> </ul>	 Supplier SPOC   Assignment Sponsor
2.2	<ul style="list-style-type: none"> <li>• Certain fields will not allow the ready to work be released until an approval is submitted to CWOC:               <ul style="list-style-type: none"> <li>○ Confidential Supervisory Information (CSI)-Will supplier personnel have access to Confidential Supervisory Information (CSI) which includes any document prepared by, on behalf of, or for the use of JPMC's bank regulators, such as exam reports, MRAs, or confidential communications between JPMC and its regulators (including materials prepared by JPMC)?                   <ul style="list-style-type: none"> <li>➤ The approval request must only be submitted by an Internal JPMorgan Assignment Sponsor</li> <li>➤ Approval must come from a region specific legal regulatory director* Please reach out to CWOC for the individuals contact information</li> <li>➤ Approval must be submitted to CWOC for processing</li> <li>➤ More explanation of CSI is located on the legend tab of the IDRf</li> </ul> </li> </ul> </li> </ul>	 Assignment Sponsor

	<ul style="list-style-type: none"> <li>○ Draft Contract- Candidate was submitted under a contract that is not fully executed</li> <li>○ Government/Client- Candidate has been identified as being a government or client referral and is pending JPMC Global Anti-Corruption Compliance vetting process</li> <li>○ LOB- Candidate requires additional approvals (funding, controls, etc.) from the Line of Business</li> <li>○ Personal/Professional- Candidate has been identified as being a Personal/Professional referral and is pending approval by the Assignment Sponsor's manager</li> </ul>	
2.3	<ul style="list-style-type: none"> <li>• Supplier SPOC sends the completed form to CWOC via VoltageSecureMail</li> <li>• Files not sent through Voltage will be rejected</li> </ul>	 Supplier SPOC
2.4	<ul style="list-style-type: none"> <li>• CWOC receives incoming requests and routes for action</li> </ul>	 CWOC

Once secure emails containing IDRFs have been submitted to CWOC, CWOC reviews each submission for quality.






Incomplete or inaccurate submissions will be rejected and returned to the Supplier SPOC. Clean submissions will be processed and Assignment Sponsor(s) will receive an email notification containing the CW's *provisional* SID. Supplier SPOCs will receive a summary communication each day of SID results.




A *provisional* SID permits the Assignment Sponsor to pre-order the following items to jumpstart the CW's ability to work once his/her SID becomes confirmed:

- Workspace
- Phone
- Voicemail
- Computer Equipment

**Important Tip:** The Assignment Sponsor **MUST NOT** request any additional permissions (i.e. facilities and/or systems access) or have the Contingent Worker begin the assignment, working onsite and/or remotely, until he/she receives a *Ready to Work* email from the CWOC Group.

**NOTE:** Please review the GLOBAL WORKFORCE SCREENING policy located in the firm wide policy portal owned by the department for any questions about visitors/guests while they are undergoing the onboarding process

#	ACTIONS REQUIRED	OWNER
3.1	 <p>CWOC rejects blank, incorrect, or non-compliant files to the Supplier SPOC via the secure email channel with instructions for re-submission</p>	 WFM
3.2	<ul style="list-style-type: none"> <li>• CWOC creates identities in NEIM</li> </ul>  <p>An Auto-generated message is sent to the CW's Assignment Sponsor informing him or her that the <i>provisional</i> SID has been created</p>	 Identity Manager
3.3	<ul style="list-style-type: none"> <li>• The Assignment Sponsor may request <b>only</b> the following items through administrative channels:               <ul style="list-style-type: none"> <li>○ Workspace</li> <li>○ Phone</li> <li>○ Voicemail</li> <li>○ Computer Equipment</li> </ul> </li> </ul>	 Assignment Sponsor

3.4	 <p>CWOC notifies Supplier SPOC of the results of the NEIM Identity Creation and remediation if the CW's Identity could not be created on the Daily EOD Report</p>	 Identity Manager
3.5	<ul style="list-style-type: none"> <li>Supplier SPOC advises the CW to initiate Pre-Engagement Screening. More information on PES can be found in the appendix D of the toolkit</li> </ul>	 Supplier SPOC



## 4

## Pre Engagement Screening Completed







The daily End of Day Report (EOD) that is sent to Supplier SPOCs will contain SID creation results & the PES status.


SPOCs have responsibility for providing the Provisional SID to the CWs so that they can initiate PES.

CWs submit their information directly to Global Workforce Screening (GWS), per the Global Contingent Worker PES Initiation Guide.

Communication to the Supplier SPOC will also contain the CW's PES results (cleared, not cleared, in process). If cleared, Assignment Sponsors will also receive notification of the CW's final status. If the CW successfully clears the screening, the Assignment Sponsor receives a "Ready to Work" email.

**Important Tip:** It is the Contingent Worker's (CW) responsibility to initiate Pre-Engagement Screening (PES) and follow GWS instructions. If the CW does not do this, He/She will have a status of non-compliant and will not be able to start working the JPMC engagement.

#	ACTIONS REQUIRED	OWNER
4.1	<ul style="list-style-type: none"> <li>CW completes all necessary forms and schedules all necessary background checks/ finger printing screenings per instructions in the PES Guide <a href="#">PES GUIDE</a></li> </ul>	 CW
4.2	 CWOC provides each Supplier with a daily status update of their CWs onboarding results	 CWOC
4.3	 If CW passes screening, Assignment Sponsor receives a "Ready to Work" email with CW's confirmed SID <ul style="list-style-type: none"> <li>Assignment Sponsor can then request system and building access</li> </ul>	 Assignment Sponsor
4.4	<ul style="list-style-type: none"> <li>Contingent Workers that convert to Full Time Employment status must undergo additional screening. If they fail screening while converting to a FTE their temporary assignment will be terminated.</li> </ul>	 CW

4.5	<ul style="list-style-type: none"><li>• If CW does not successfully clear screening, GWS will abort the on boarding process and de-activate the provisional SID</li><li>• CWs who do not successfully clear screening are not permitted on JPMC engagements, on JPMC premises or access to JPMC systems</li><li>• Assignment Sponsors are accountable for cancelling any plans to engage the CW (including, canceling space, phone and/or hardware requests for the provisional SID)</li><li>• Suppliers are accountable for follow-up with the Assignment Sponsor on other potential candidates, if appropriate</li></ul>	 GWS
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# 5

## CWOC Sends Approval to Assignment Sponsor

Once all PES has successfully cleared, the Assignment Sponsor will receive a “Ready to Work” email which confirms the CW’s SID.

JPMorgan Chase & Co.

### What’s Happening

The below contingent worker(s) has successfully completed pre-engagement screening and is eligible to begin his or her assignment at JPMorgan Chase. You may now request access to LOB systems applications and JPMC buildings for this worker(s), as needed.

**Note: Contingent Workers will not be visible in Phonebook/E-Source until their stated Start Date.** If the Start Date below is not correct, please reply to this email with a revised Start Date. The new Start Date must be on, or after, the sent date of this Ready to Work email. CWOC will make the requested update and an auto generated email will be sent via NEIM.

### Ordering Instructions

- Use [Request Center](#) to request access to LOB applications.
- Use [Smart Access](#) to request access to JPMC buildings. You will receive the Access Card via interoffice mail - please allow 3 days delivery time. You must then activate the Access Card as per the instructions included with the card.

### Next Steps

Please reach out to your contingent worker to coordinate first-day logistics such as location, arrival time, dress code and contact information.

Please provide the below statements to your contingent worker before they begin to provide services to JPMC and inform them that their commencement of services represents their agreement to the below:




- 1) During your engagement at JPMC, you understand that you are not to use any intellectual property (patent, copyright, trade secret, trademark or other proprietary material) of any previous employer or company to which you were assigned for the provision of services.
- 2) Your employer has contractually agreed to certain confidentiality obligations between it and JPMC. As an employee of that company, you are also bound by those confidentiality requirements and agree to adhere to them during and after your assignment at JPMC.
- 3) As part of your engagement at JPMC, your employer was provided with a link to the current Supplier Code of Conduct. You should have been provided with a copy by your employer and been trained on its requirements. A current copy of the Supplier Code of Conduct is located at <http://www.jpurchasing.com/corporate/About-JPMC/supplier-code-of-conduct.htm>. You are required to adhere to the Code the entire time you are providing services to JPMC.

SID	Start Date	First Name	Last Name	Region	City	Vendor
N691020	01/17/2018	Stephanie	Butler	USA	Chicago	Randstad
E837068	01/17/2018	Monzerrat	Lozano	USA	Chicago	Randstad
N691021	01/17/2018	Darlene	Cobbs	USA	Chicago	Randstad

**The Assignment Sponsor and the CW may begin to coordinate the CW’s assignment at JPMC.**

### Start Date Request:

- GWS manages the Start Date during the PES Clearance process. Once the Ready to Work is received, an email should be sent by the Assignment Sponsor, Assignment Sponsor’s Manager, or SPOCs if a change is needed.



#	TASK	OWNER
5.1	<ul style="list-style-type: none"> <li>• Assignment Sponsor reaches out to Supplier to coordinate the CW’s first day logistics such as location, arrival time, and contact information</li> </ul>	 Assignment Sponsor
5.2	<ul style="list-style-type: none"> <li>• If there is a Start Date Change requested after the ready to work email has been sent to the Assignment Sponsor, an email should be sent from the Assignment Sponsor or Supplier SPOC to <a href="mailto:cwoc.group@jpmchase.com">cwoc.group@jpmchase.com</a>. Start date change requests can be made from the day of clearance onward.</li> </ul>	 Assignment Sponsor
5.3	<ul style="list-style-type: none"> <li>• Communication is sent to Assignment Sponsor or Supplier SPOCs confirming the Name, SID, and new Start Date Change</li> </ul>	 CWOC

6

Facility and Systems Access Granted

Because the CW has successfully completed PES, the *provisional* SID now becomes a *confirmed* SID, and the Assignment Sponsor is able to request JPMC facility and system access.






**Important Tip:** Assignment Sponsors should not order Access Card until the Ready to work is released. Any request prior to this will be rejected by GWS.

#	TASK	OWNER
6.1	<ul style="list-style-type: none"> <li>Assignment Sponsor requests access card for CW in <a href="#">SmartAccess</a> (link only accessible to those with JPMC corporate intranet access)</li> <li>Assignment Sponsor requests systems access through <a href="#">Request Center</a> (link only accessible to those with JPMC corporate intranet access)</li> </ul>	 Assignment Sponsor
6.2	<ul style="list-style-type: none"> <li>Some CWs will need access to tools which require additional security screenings. Assignment Sponsor requests access to these tools in <a href="#">Request Center</a> (link only accessible to those with JPMC corporate intranet access)</li> <li>Request Center will route those access requests to GWS who will validate the CW</li> <li>Assignment Sponsor receives notification when the High Security Clearance is granted, via Request Center</li> </ul>	 Assignment Sponsor

7

Begin Engagement

The CW is ready to begin assignment.

#	TASK	OWNER
7.1	<ul style="list-style-type: none"> <li>CW follows day 1 instructions from the Assignment Sponsor and reports to assignment</li> </ul>	 CW
7.2	<ul style="list-style-type: none"> <li>CW cannot begin the assignment until the Official Start Date has been met.</li> <li>If the worker has cleared PES and the RTW is released, then a start date change can be requested to pull in the hire date to match the clearance date of the CW</li> </ul>	 Supplier
7.3	<ul style="list-style-type: none"> <li>If CW never reports to duty, Assignment Sponsor must terminate his/her SID from <a href="#">NEIM</a> (See <a href="#">NEIM User Guide</a> for instructions)</li> </ul>	 Assignment Sponsor
7.4	<ul style="list-style-type: none"> <li>CW may have required training in <i>Learning@jpmc</i>, (link only accessible to those with JPMC corporate intranet access). S/he must complete required Enterprise, LOB, and/or team training</li> </ul>	 CW
7.5	<ul style="list-style-type: none"> <li>Assignment Sponsor shares expectations and team policies</li> <li>CW tests all access and technology</li> </ul>	 CW

## GLOSSARY

The following are key onboarding terms used throughout this document:

### ORGANIZATION

TERM	DEFINITION
CW Operations Center (CWOC)	Centralized group to create, track, and report on CW identities
CW	A Contingent Worker, is a 3rd party worker secured through a contracted Industry Staffing Supplier, as their employee, deployed to JPMC to provide services requiring unescorted access into JPMC building and/or JPMC Systems
Single Point of Contact (SPOC)	Representative from the Supplier who has the responsibility of interacting with CWOC to onboard all CWs from that Supplier
Provisional SID	Created identity for future dated joiners prior to the completion of full PES. The SID is provisional and may be used to order basic equipment (i.e., desk, phone, computer and related hardware) and to begin arranging a work space.  Suppliers and Assignment Sponsors will be notified when the worker has passed PES and is eligible for assignment. At that time, the SID is no longer provisional and the sponsor can use it to order JPMC facility and system access.
Confirmed SID	SID that is granted only after successful PES. Permits CWs to begin work and to enter facilities and access JPMC systems deemed appropriate.
Candidate	CW who may be chosen by the Assignment Sponsor to fill a position at JPMC

### SYSTEMS/TOOLS

TERM	DEFINITION
Request Center (EURC)	System in which hardware and software requests can be made
Non-Employee Identity Management (NEIM)/ID Owner	System used to create, reactivate, and manage SIDs for CWs
Identity Request Form (IDRF)	Form containing necessary personal information which Supplier completes to begin the process of onboarding a CW
Voltage SecureMail	JPMC enterprise-wide solution for securing email communications to external recipients using Outlook
Contractor 360	A comprehensive, self-service tool to streamline all Contractor onboarding updates, and reporting.
Beeline	Sourcing Tool
Ariba	Stores all published/ draft/ expired supplier contracts

PROCESS & PROCEDURES

TERM	DEFINITION
Identity Record	Record containing standard information for CWs; stored in NEIM/ID Owner
MSA	Master Services Agreement; an overarching agreement between JPMC and Suppliers regarding future transactions or future agreements. A master agreement permits the parties to quickly negotiate future transactions or agreements, because they can rely on the terms of the master agreement, so that the same terms need not be repetitively negotiated, and to negotiate only the deal-specific terms.
Personal Identity	Information JPMC has or acquires that is kept private particularly relating to personal identity. More information can be found by accessing the Personal Information Risk Prioritization (link only accessible to those with JPMC corporate intranet access) information.
Pre Engagement Screening (PES)	The security screening process which all Contingent workers must complete that is managed by JPMC Global Workforce Screening (GWS) group
Re-entry	The process of onboarding a CW who was already assigned a SID due to previous employment or assignment at JPMC
Standard Identification (SID)	JPMC standard alphanumeric identifier which is used by CWs to log in to JPMC systems
Start Date	Date when CW's security and system access begins and when the CW begins an engagement; data field in NEIM
Third Party Oversight (TPO)	Provides the framework for how JPMC engages, monitors and holds Suppliers accountable
Contract Validation	For IT Projects contracted in the United States and managed in the Beeline system, CWOC will validate that the Beeline Project # is active and that workers are off boarded in accordance with the contract

## FREQUENTLY ASKED QUESTIONS

### ORGANIZATION

1. *What happens if a CW does not begin the engagement or if the engagement is cancelled?*
  - Assignment Sponsors are required to go into NEIM and de-activate the CW's SID. For instructions, see Appendix.
2. *Can a CW transfer between Assignment Sponsors?*
  - Yes, an Assignment Sponsor can transfer a CW to another Assignment Sponsor via NEIM
3. *Can a CW change suppliers while remaining active?*
  - If the CW is changing Suppliers, the SID should be terminated by the current Assignment Sponsor and a new IDRF submitted to CWOC by the new supplier.
4. *Can CW transfer between beeline projects?*
  - Yes, but the request must come to CWOC
5. *Is training required?*
  - Suppliers are responsible for following the new CW Onboarding process; therefore, it is highly recommended that the training is completed. In turn, you will know how to implement the process as well as explain the process to other stakeholders in your organization. We recommend that you complete the CW Onboarding training as well as review the CW Onboarding Toolkit.
  - To help ensure effective management of our contingent workers -- as well as to fulfill the requirements of a consent order -- Global Supplier Services is rolling out required training for Assignment Sponsors. Assignment Sponsors must complete *Role & Responsibility Training* by a target date or failure to complete the training will result in escalation to senior management.
  - Assignment Sponsors are responsible for ensuring that their Suppliers are aware of the new process and follow the steps when onboarding new and/or returning CWs. We recommend that you complete the CW Onboarding training as well as review the CW Onboarding Toolkit.
6. *How do I access the training?*
  - Assignment Sponsors can find this information on the corporate intranet under [Global Contingent Workforce Management](#)
  - Suppliers can find this information on the JPMorgan Chase Internet site under [Supplier Personnel Policies](#).
7. *Who do I contact after the training to conduct the SecureMail test?*
  - After you complete the training, contact CWOC at 1-855-900-CWOC or email CWOC, so that you can complete the SecureMail test
8. *I am a Single Point of Contact for my organization. How do I communicate this new process within my organization and train those people who work with JPMC on projects?*
  - We recommend that you launch a communication to inform the necessary stakeholders that the process for providing CWs to JPMC has changed. The stakeholders must know about the roles and responsibilities of the new Single Point of Contact role and how that impacts the stakeholder role in the process.
  - You may also use the information contained in the CW Onboarding training program and/or the Toolkit to communicate to your stakeholders



## SYSTEMS/TOOLS

9. *What is the difference between NEIM and Beeline?*
  - NEIM is used to create Standard IDs for all the firm's non-employees: contractors, consultants, or temporary workers. Beeline is the tool used to source and manage IT Project and Staff Augmentation (IT and non-IT) contractors billed to cost centers in the following countries: US, UK, Ireland, Luxembourg, India, Hong Kong, Philippines, Australia, New Zealand and Singapore.
10. *I have questions on Voltage SecureMail, where do I go?*
  - A number of FAQs are answered in the Voltage User Guide located on the [Add Supplier](#) page. For additional questions, please contact CWOC Support at 855-900-2962 (855-900-CWOC)

## PROCESS & PROCEDURES

11. *I am a new Assignment Sponsor at JPMC and have never onboarded a CW before. Where do I start?*
  - Review the training materials and this toolkit
  - Contact CWOC Support at 855-900-2962 (855-900-CWOC) for additional help or specific questions
12. *I am a newly appointed Supplier SPOC. How do I get started?*
  - You must be designated by a Supplier Account Executive and communicate your role within your own organization.
  - Review the training materials and this toolkit
  - Contact CWOC Support at 855-900-2962 (855-900-CWOC) to set up and test Voltage SecureMail
13. *What is the company policy regarding drug testing of CWs?*
  - Suppliers must maintain a drug testing program consistent with JPMC standards in the U.S., local statutes in the Philippines and other locales as appropriate. JPMC reserves the right to audit the Supplier program for compliance.
14. *It has been 3 business days, and I have not heard the status of my CW identity request. What do I do?*
  - Check your end of day status report provided by CWOC to find the status of your worker's onboarding request. Contact CWOC Support at 855-900-2962 (855-900-CWOC)
15. *What screening is required for CWs? What are the policies specific to geographies?*
  - PES must be conducted for all CWs prior to their starting an assignment with JPMorgan Chase. Any CWs starting an assignment prior to clearance will be subject to immediate termination.
  - Specific screening requirements and turn-around times vary by country and are based on the JPMC work location.
  - Suppliers are responsible for initiating the required screening. The below link provides supplier instructions for initiating the JPMC PES process in all regions globally. PES is conducted by the JPMC Global Securities & Investigations (GWS) department.
  - For additional questions, please contact Global Workforce Screening at [gws.contingent.workers@chase.com](mailto:gws.contingent.workers@chase.com) or 201-595-5200
    - [Pre-Engagement Screening \(PES\)](#)

- For all PES related inquiries please reach out to one of the Global Workforce Screening's regional teams:
  - Europe / Middle East / Africa - [EMEA.SECURITY.CHECKING@jpmorgan.com](mailto:EMEA.SECURITY.CHECKING@jpmorgan.com)
  - United States /Canada - [gws.contingent.workers@chase.com](mailto:gws.contingent.workers@chase.com)
  - Latin America / Bahamas - [jpmc.latam.pes@jpmchase.com](mailto:jpmc.latam.pes@jpmchase.com)
  - Asia Pacific - [Asia.PES@jpmorgan.com](mailto:Asia.PES@jpmorgan.com)

16. *There is no location near my home or office where I can complete fingerprinting. What do I do?*

- Please refer to the Pre-Engagement Screening Process Guide for information regarding Livescan locations as well as how to schedule an appointment through Fieldprint.

17. *What happens if a CW fails the screening process?*

- Not clearing screening (or will not successfully complete screening due to a known issue) is treated as a sensitive matter. Each case is handled with discretion and notifications are limited to a “need to know basis”. The determination made is final and is not subject to a dialogue or review.
- If an individual fails the screening, the Supplier SPOC and Assignment Sponsor are notified of the failure, and the CW’s *provisional* SID, if it had been created, is deactivated, and the candidate is not eligible to be engaged on an assignment at JPMC.

18. *What is tested during a CW’s re-entry check?*

- JPMC wants to ensure that: individuals left on positive terms; if their job was eliminated that sufficient time has passed; and that the CW does not have a reported history of disqualifying activity at the bank.

19. *Why is it necessary to send CWOC revised start dates? If the start date is not accurate, what are the specific implications?*

- *GWS manages the Start Date during the PES Clearance process. Once the Ready to Work is received, an email should be sent by the Assignment Sponsor, Assignment Sponsor’s Manager, or SPOCs if a change is needed.*
- The Start date is used to drive all KYE compliance monitoring. Similar to having an accurate hire date for our employees. The Data MUST be accurate and maintenance of accurate date is a control responsibility of Sponsors.

20. *In Asia, CWs currently do not submit the PES information; they give the PES information to Suppliers who will initiate the process for them. Once the supplier creates a log in, the **Contingent Worker** submits their details in the online system following the instructions provided in the email from the Screening Provider. *Will this change in the new model?**

- No, it will not change. We are not changing any of the process used by Global Corporate Security in Canada, Latin America, EMEA, Asia or the USA Fingerprint Technician/Site level where biometrics are provided.

21. *If there is a beeline request number, the request number must be included on the IDRf especially for any contractors that will be subject to CSI (Confidential Supervisory Information).*

- Potential holds are set in place for CSI Flagged contractors and approvals are required
- Contractor 360 will provide the Request number so that Assignment Sponsors or VMO will be able to monitor and reconcile any discrepancies.

## APPENDICES

### **Appendix A: Using Voltage Securemail**

Please reference the [Voltage Guide](#) located on the [Add Supplier](#) Page.

### **Appendix B: Onboarding Process Forms**

The majority of the forms needed for the onboarding process can be found on the JPMC internet on the [Supplier Policies](#) page. Forms housed on this page include the:

- **Re-entry Check Form:** This form is completed by Contingent Worker candidates who have previously worked as an employee of JPMC or of a JPMC heritage company
- **Identity Request Form-** This form must be completed and submitted by the Supplier SPOC, with input from the Contingent Worker and the Assignment Sponsor, for each worker in order to obtain a JPMC Standard ID and start the onboarding process.
- **Pre Engagement Screening (PES) Process Guide-** used by the Supplier/ Contingent Worker to initiate the required background screening across the various regions.

The remaining onboarding forms, the Service Type Matrix & the NEIM Supplier Add Request Form can be accessed by JPMC employee via [Contingent Worker Operations Center](#) page on the JPMC intranet.

## **Appendix C: Tenure Guidelines**

For any questions pertaining to the Tenure Guidelines, please refer to the link provided, "[CONTINGENT WORKER MANAGEMENT AND TENURE GUIDELINES.](#)"

Section D of the Guidelines states:

Assignment Sponsors must restrict the length of time Contingent Workers provide services to JPMC to 18 months or less (Time Period).

If the Time Period needs to be extended, the Assignment Sponsor must obtain the approval of an Employee within three reporting levels of an Operating Committee (OC) member (OC Minus Three Employee) (Extension One). If 6 or more months have passed since the Assignment Sponsor has taken the Training, the Assignment Sponsor must take the Training again. The maximum time period for Extension One is 6 months.

If the Assignment Sponsor needs to extend the Time Period beyond Extension One, the Assignment Sponsor must obtain the approval of the OC Minus Three Employee (Extension Two). If 6 or more months have passed since the Assignment Sponsor has taken the Training, The Assignment Sponsor must take the Training again. The maximum time period for Extension Two is 6 months.

Further extensions beyond 30 months are strongly discouraged and must be discussed with the Human Resources (HR) Legal group in the Legal department prior to being granted.

Once the Time Period has expired, the Assignment Sponsor must off board the Contingent Worker in accordance with applicable policies and procedures. The Contingent Worker may not return to JPMC to provide services until the 6th month has passed beyond the Time Period.

CWOC does not process the tenure extension of the contingent workers. It is the Assignment Sponsor's responsibility to be familiar with the Guideline Document in the above link. If you have questions, please review the document with your Manager. For further assistance, please contact your Line of Business Legal Representative.