Contingent Worker Operations Center (CWOC)

Onboarding Toolkit

Last Updated January 2018
Version 5.0

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TOOLKIT INTRODUCTION

This document contains the information every Supplier and Assignment Sponsor needs to onboard new and returning Contingent Workers (CWs) at JPMC.

After reviewing and understanding this document, Assignment Sponsors and Suppliers will understand the end-to-end onboarding process, the specific steps they need to take in onboarding CWs, and where to go for help.

In addition to reviewing this document, it is strongly advised that the onboarding training is completed. Supplier Single Points of Contact (SPOC) may locate the Onboarding Training on the Supplier Personnel Policies page. Assignment Sponsors may find the Onboarding Training on the Global Contingent Workforce Management page.

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

PROGRAM HIGHLIGHTS

Under the CWOC model, changes were introduced to improve and increase controls over the CW onboarding process:

- JPMC Assignment Sponsors no longer have access to create/reactivate CW Standard IDs (SIDs) in the Non-Employee Identity Management (NEIM) System.
- The Contingent Worker Operations Center (CWOC) centrally creates/reactivates all CW NEIM identity records.
- Suppliers are required to identify a Supplier Single Point of Contact (SPOC) to work with CWOC for their onboarding transactions.
- Suppliers will submit IDRF containing the required onboarding data directly and securely to CWOC unless they have direct access into Beeline.
- 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), is eligible for assignment, and the provisional SID becomes confirmed.
- The current model for Beeline onboarding for Temp/IC with billing cost centers in Hong Kong, India, and Singapore or Preferred Supplier in the US is not impacted by this change and will remain in place.
- The current model for Beeline onboarding for IT Project/SOW’s with billing cost centers in Hong Kong, India, and Singapore are not impacted by this change and will remain in place.

ASSIGNMENT SPONSOR RESPONSIBILITIES

- The role of the Assignment Sponsor within the onboarding process is to introduce increased controls.
- Assignment Sponsors are responsible for holding Suppliers accountable to their role in this new operating model.
- Assignment Sponsors will continue to 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 CW(s) for open position(s)
- Working with Suppliers to ensure successful onboarding of CW(s)
- Evaluating the IDRF to ensure the codes provided are accurate.
- 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 offboarding of CW(s)

**SUPPLIER RESPONSIBILITIES**

The concept is that the Supplier is responsible to be centrally aware and oversee the full workforce they have deployed at JPMC at any one time. The SPOC also 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 JPMC with respect to CWs.
- Suppliers are required to identify up to three individuals to serve as the Single Point of Contact (SPOC) for each assignment with the CWOC team for all of their onboarding transactions. The Supplier SPOC will be responsible for:
  - Presenting qualified applicant(s) for CW consideration and identifying re-entry candidates
  - Ensuring CW(s) complete PES and meet work authorization requirements for the location
  - Reviewing IDRF with Assignment Sponsor, ensuring codes are correct, and submitting CW(s) information to CWOC via SecureMail
  - Ensuring that CW(s) **do not** commence work before PES is successfully completed
  - Trouble-shooting, resolving issues, and interacting with CWOC
PROCESS OVERVIEW

This section introduces Suppliers and Assignment Sponsors to the 7-step CW onboarding process used at JPMC. Below are the high-level steps to be followed. Paths and cases will vary based on geography, roles, and other role-based circumstances.

The following are key benefits to implementing this process:

- Reduced manual data entry and handling of confidential Personal Information (PI) data by Assignment Sponsor
- Improved communications to keep Assignment Sponsors and Suppliers informed of onboarding status
- The client-friendly Identity Manager Relations Team will respond to onboarding inquiries or update requests
- Improved coordination across all stakeholders to ensure an efficient onboarding process
- Streamlined, consistent and controlled process, more closely aligned to employee onboarding practices

ONBOARDING LIFECYCLE

<table>
<thead>
<tr>
<th>Accountable Party</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignment Sponsor</td>
<td>Supplier works with Assignment Sponsor to identify Contingent Worker(s)</td>
</tr>
<tr>
<td>Supplier</td>
<td>Contingent Worker information is provided to CWOC by the Supplier</td>
</tr>
<tr>
<td>CWOC</td>
<td>CWOC team creates Contingent Worker provisional identity</td>
</tr>
<tr>
<td>Global Security &amp; Investigations Team</td>
<td>Global Security &amp; Investigations Team ensures the successful completion of security screenings</td>
</tr>
<tr>
<td>CWOC</td>
<td>CWOC notifies Assignment Sponsor that Contingent Worker is cleared for engagement</td>
</tr>
<tr>
<td>Assignment Sponsor</td>
<td>Assignment Sponsor secures system and facility access</td>
</tr>
<tr>
<td>Contingent Worker</td>
<td>Contingent Worker completes necessary training and begins assignment</td>
</tr>
</tbody>
</table>

Accountable Party

- JPMC Assignment Sponsor
- Supplier
- CWOC
- GS&I
- Contingent Worker
- JPMC Sourcing Manager
**What is CWOC?**

*CWOC is the JPMC central point of contact for onboarding CWs.*

A centralized team was created to manage and track the onboarding of JPMC CWs globally, known as “CW Operations Center” (CWOC). This team manages the creation and reactivation of CW identities and owns, manages, and tracks the CW onboarding processes.

CWOC Identity Manager Relations Team will help Suppliers and Assignment Sponsors troubleshoot and resolve issues.
**CWOC Team Introduction**

**CWOC Manager**
- Understands & leads end-to-end processes
- Hands-off escalation of critical issues
- Backs-up team roles

**Identity Management Lead**
- Handle escalation cases
- Coach and train IAM team for peak performance
- Support special programs

**Workflow Manager**
- Serve as gatekeeper for incoming requests
- Manages all queues
- Routes work to teams
- Receives GSE & NEM file exchanges
- Responsible for End-of-Day batch reconciliation
- Responsible for Daily & Monthly Reporting
- Performs Supplier Contact List maintenance
- Monitor work of IMC team
- Coach and train team for peak performance

**IDVault Support Team**
- Process all incoming NEM batch and error correction requests
- Makes any necessary changes to NEM interface

**Identity Managers**
- Batch all new and re-activation requests/ Former Employee’s
- Follow-up with Suppliers regarding missing or incorrect information
- Send confirmation email to Suppliers and Assignment Spouses
- Interact with other groups within the bank to ensure proper Onboarding steps
- Handle special cases
- Perform other responsibilities outside of creating IDs
- Update all documentation

**Re-Entry & Special Cases ID Manager**

**Identity Manager Relations Analysts**
- Serve as a first level client contact
- Respond to inquiries
- Interact with specified Supplier or Supplier Types

**Workflow Report Analysts**
- Perform NEM File Data Maintenance
- Generate Reports
- Respond to data inquiries & requests
- Support Audit & Compliance inquiries
- Validate that the Recipient Contract number is active
- Confirm workers are off boarded in accordance with the contract and/or AFD
<table>
<thead>
<tr>
<th>ROLE</th>
<th>DESCRIPTION</th>
<th>RESPONSIBILITY</th>
</tr>
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</table>
| JPMC Assignment Sponsor      | JPMC Employee who is initiating the process to hire or offboard CWs (CW) and is accountable for the onboarding and offboarding of those CWs | • Obtain contract and validate funding, as well as satisfy the firm’s Sourcing and TPO requirements  
  • Coach and support engaged Suppliers in the firm’s onboarding and offboarding model  
  • Ensure that Suppliers are trained in the new model prior to onboarding  
  • Identifies satisfactory candidates from pool presented by Supplier  
  • Accountable, along with Supplier, for successful onboarding and offboarding of CW(s)  
  • Inform CWOC of any Start Date Changes.  
  • Ensure that CW does not begin work prior to clearing Pre-Engagement Screening |
| Supplier Account Executive    | Senior-level Supplier Employee who owns and manages the Supplier-to-JPMC Relationship | • Manages relationship between the Supplier and JPMC  
  • Accountable for overall onboarding compliance of CWs for the Supplier organization  
  • Resolves high-level issues |
| Supplier Single Point of Contact (SPOC) | Single Point of Contact (SPOC) from the Supplier; Employee of the Supplier who will have the responsibility of interacting with the Sponsor to onboard all CWs from that Supplier for each assignment | • Accountable person in the Supplier organization who will submit all CW information completely, accurately, and securely to CWOC  
  • Communicate SPOC role within Supplier organization  
  • Works with CWOC to ensure CW initiates the PES process  
  • Follow-up and resolve issues with regards to CW onboarding |
| CW Operations Center (CWOC)   | Centralized team which coordinates the onboarding process for CWs            | • Create and re-activate CW identities  
  • Track the CW through the onboarding process including PES completion  
  • Communicate status to Assignment Sponsors and Suppliers  
  • Perform quality reviews of identity requests  
  • Help with troubleshooting issues |
<p>| JPMC Sourcing Manager        | JPMC Employee who is responsible for ensuring the contracting process between Supplier and JPMC is complete before a CW is onboarded | • Accountable for Contract negotiation and execution with the Supplier |</p>
<table>
<thead>
<tr>
<th>CW</th>
<th>Supplier personnel being considered for a CW role at JPMC</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>- Accountable to disclose any prior employment with JPMC, either as an employee or a CW</td>
</tr>
<tr>
<td></td>
<td>- Accountable for following all policies and actions regarding onboarding, including full completion of required information for onboarding and PES</td>
</tr>
<tr>
<td></td>
<td>- Provision of complete and accurate information</td>
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<tr>
<td></td>
<td>- Does not, under any circumstances, report to duty, enter any JPMC facilities or access any JPMC systems until he/she has been notified that PES has successfully cleared</td>
</tr>
</tbody>
</table>
ONBOARDING PROCESS

Note:
The blue mailbox icon (✉️) throughout this 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 sourcing and 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.

<table>
<thead>
<tr>
<th>#</th>
<th>ACTIONS REQUIRED</th>
<th>OWNER</th>
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<tbody>
<tr>
<td>0.1</td>
<td>• Assignment Sponsor receives confirmation of funding approval from leadership</td>
<td>Assignment Sponsor</td>
</tr>
<tr>
<td></td>
<td>• Assignment Sponsor checks with the appropriate LOB Sourcing Representative</td>
<td></td>
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<tr>
<td></td>
<td>(link only accessible to those with JPMC corporate intranet access) that a</td>
<td></td>
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<tr>
<td></td>
<td>Master Services Agreement (MSA) is established with the given Supplier</td>
<td></td>
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<tr>
<td></td>
<td>o If there is MSA and the Supplier is cleared with Sourcing, the Assignment</td>
<td></td>
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<tr>
<td></td>
<td>Sponsor and the Supplier write the Statement of Work</td>
<td></td>
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<tr>
<td></td>
<td>o If there is not a MSA, the Assignment Sponsor discusses with Sourcing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>how to obtain a MSA or choose a different Supplier</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• For more information, refer to the <a href="#">Global Supplier Management Policy</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(link only accessible to those with JPMC corporate intranet access) or contact</td>
<td></td>
</tr>
<tr>
<td></td>
<td>your LOB Sourcing Representative (link only accessible to those with JPMC</td>
<td></td>
</tr>
<tr>
<td></td>
<td>corporate intranet access)</td>
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<tr>
<td></td>
<td>• Assignment Sponsor (and/or Sourcing Manager, where applicable) obtains</td>
<td></td>
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<tr>
<td></td>
<td>written contract from Supplier, engages Legal to review contract, and obtains</td>
<td></td>
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<td></td>
<td>physical signatures, as necessary</td>
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</tbody>
</table>
A supplier must have a Profile Record executed in the NEIM database (for pass-through into the ID Owner repository) before any worker SID can be set-up to be aligned under that profile. Only a JPMC Employee in the role of Assignment Sponsor, their VP or above management 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 Master Services Agreement (MSA) Contract, or another agreement that GSS Legal has 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.
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) 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 in the role of Assignment Sponsor, their VP or above management 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.

### JPMORGAN CHASE & CO.

#### Contingent Worker Operations Center

### NEIM Supplier Add Request Form

Please submit completed form to cwoc.group@jpmchase.com for processing.

<table>
<thead>
<tr>
<th>Requestor SID</th>
<th>Legal Name of Supplier</th>
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<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>MSA or Contract Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Estimated Number of Workers who will be supplied by this Supplier</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Estimated Number of Assignment Sponsors who will be using this Supplier</th>
</tr>
</thead>
<tbody>
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<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Regions and Countries where supplier will supply JPMC workers.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sourcing Lead (Name and SID)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Sourcing Executive (Name and SID)</th>
</tr>
</thead>
<tbody>
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<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Legal Reviewer (Name and SID)</th>
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<tbody>
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</table>

<table>
<thead>
<tr>
<th>Supplier Manager (Name and SID)</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Vendor Contact Information (Name/Phone/Email):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Vendor Address:</th>
</tr>
</thead>
<tbody>
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<td></td>
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</table>

<table>
<thead>
<tr>
<th>Work Location for the worker(s)</th>
</tr>
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<tbody>
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<td></td>
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</tbody>
</table>

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)

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.

### ACTIONS REQUIRED

<table>
<thead>
<tr>
<th>#</th>
<th>ACTIONS REQUIRED</th>
<th>OWNER</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.3</td>
<td>- Supplier identifies a SPOC within the organization</td>
<td>Supplier</td>
</tr>
<tr>
<td></td>
<td>- SPOC contact information should be sent by the Supplier to the CWOC mailbox</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(<a href="mailto:cwoc.group@jpmchase.com">cwoc.group@jpmchase.com</a>)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- SPOC informs Supplier organization of SPOC role and process implications</td>
<td></td>
</tr>
<tr>
<td>0.4</td>
<td>- CWOC sends Voltage SecureMail set-up information to Supplier SPOC</td>
<td>Supplier SPOC</td>
</tr>
<tr>
<td></td>
<td>- Supplier SPOC sets up a secure email connection with CWOC using the Voltage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SecureMail</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- All Suppliers will receive secure file submission instructions (Quick Reference Guide).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- If this initial email cannot be located or for additional questions, contact 855-900-CWOC</td>
<td></td>
</tr>
<tr>
<td>0.5</td>
<td>- Supplier SPOC understands how to complete all onboarding forms including the re-entry check form and the identity request form</td>
<td>Supplier SPOC</td>
</tr>
<tr>
<td></td>
<td>- Call the CWOC help desk (855-900-CWOC) if there are outstanding questions</td>
<td></td>
</tr>
</tbody>
</table>
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.

### TIP
Supplier must identify candidates who are previous employees of JPMC, as a re-entry check is required of these candidates prior to onboarding.

<table>
<thead>
<tr>
<th>#</th>
<th>ACTIONS REQUIRED</th>
<th>OWNER</th>
</tr>
</thead>
</table>
| 1.1 | • Assignment Sponsor provides information to the Supplier about the type of resource(s) and other assignment details needed for the role  
• Supplier provides a list of candidates and credential information (resume/CV) to fill the role | Supplier                   |
| 1.2 | • Assignment Sponsor reviews credential information and performs interviews, if necessary  
• Assignment Sponsor identifies satisfactory candidate from pool presented by Supplier  
• Assignment Sponsor communicates to Supplier regarding chosen/preferred resources | Assignment Sponsor         |
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.

<table>
<thead>
<tr>
<th>#</th>
<th>ACTIONS REQUIRED</th>
<th>OWNER</th>
</tr>
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<tbody>
<tr>
<td>1.3</td>
<td>Candidate completes CW Re-Entry Check form and sends to Supplier:</td>
<td>Supplier SPOC</td>
</tr>
<tr>
<td></td>
<td>• Supplier SPOC sends completed form to <a href="mailto:cwoc.group@jpmchase.com">cwoc.group@jpmchase.com</a> via Voltage SecureMail</td>
<td></td>
</tr>
<tr>
<td>1.4</td>
<td>• CWOC engages HR to process the request</td>
<td>CWOC</td>
</tr>
<tr>
<td></td>
<td>CWOC communicates to Supplier SPOC the outcome of the re-entry check request.</td>
<td></td>
</tr>
</tbody>
</table>
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.

### ACTIONS REQUIRED

<table>
<thead>
<tr>
<th>#</th>
<th>ACTIONS REQUIRED</th>
<th>OWNER</th>
</tr>
</thead>
</table>
| 2.1| • Supplier SPOC obtains personal information associated with the CW and that is captured on the Identity Request Form (IDRF).  
• Supplier SPOC and Assignment Sponsor complete the form and review it for accuracy prior to submission  
  - Multiple workers may be added to a single form  
  - All information must be complete and correct prior to submission  
• 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.  
• In the unlikely event that the CW does not have an email address, please use the Supplier SPOC email address. The purpose would then be for the SPOC to contact the worker if there is a problem with the work location or emergency situation, etc. | Supplier SPOC  
Assignment Sponsor |
| 2.2| • Supplier SPOC sends the completed form to CWOC via VoltageSecureMail  
  - Files not sent through Voltage will be rejected | Supplier SPOC |
| 2.3| • CWOC receives incoming requests and routes for action | 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

**Note:** 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.

- Please review the GLOBAL WORKFORCE SCREENING policy located in the firm wide policy portal owned by Global Security & Investigations for any questions about visitors/guests while they are undergoing the onboarding process

<table>
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<tr>
<th>#</th>
<th>ACTIONS REQUIRED</th>
<th>OWNER</th>
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</thead>
<tbody>
<tr>
<td>3.1</td>
<td>CWOC rejects blank, incorrect, or non-compliant files to the Supplier SPOC via the secure email channel with instructions for re-submission</td>
<td>WFM</td>
</tr>
<tr>
<td>3.2</td>
<td>• CWOC creates identities in NEIM</td>
<td>Identity Manager</td>
</tr>
<tr>
<td></td>
<td>• An Auto-generated message is sent to the CW’s Assignment Sponsor informing him or her that the provisional SID has been created</td>
<td></td>
</tr>
<tr>
<td>3.3</td>
<td>• The Assignment Sponsor may request <strong>only</strong> the following items through administrative channels:</td>
<td>Assignment Sponsor</td>
</tr>
<tr>
<td></td>
<td>o Workspace</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Phone</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Voicemail</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Computer Equipment</td>
<td></td>
</tr>
</tbody>
</table>
### 3.4
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

#### Identity Manager

### 3.5
- Supplier SPOC advises the CW to initiate Pre-Engagement Screening. More information on PES can be found in the appendix D of the toolkit

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

SPOCs have responsibility for passing that information on to those CWs who have been granted provisional SIDs so that the CWs can initiate PES.

CWs submit their information directly to Global Security & Investigations (GS&I), 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.

### Tip
It is the CW’s responsibility to initiate PES and follow GS&I 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.

<table>
<thead>
<tr>
<th>#</th>
<th>ACTIONS REQUIRED</th>
<th>OWNER</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>• CW completes all necessary forms and schedules all necessary background checks/ finger printing screenings per instructions in the PES Guide <strong>PES GUIDE</strong></td>
<td>CW</td>
</tr>
<tr>
<td>4.2</td>
<td>CWOC provides each Supplier with a daily status update of their CWs onboarding results</td>
<td>CWOC</td>
</tr>
</tbody>
</table>
| 4.3 | • If CW passes screening, Assignment Sponsor receives a “Ready to Work” email with CW’s confirmed SID  
• Assignment Sponsor can then request system and building access | Assignment Sponsor |
| 4.4 | If CW does not successfully clear screening, GS&I will abort the on boarding process and de-activate the provisional SID  
|     | CWs who do not successfully clear screening are not permitted on JPMC engagements, on JPMC premises or access to JPMC systems  
|     | Assignment Sponsors are accountable for cancelling any plans to engage the CW (including, canceling space, phone and/or hardware requests for the provisional SID)  
|     | Suppliers are accountable for follow-up with the Assignment Sponsor on other potential candidates, if appropriate |
Once all PES has successfully cleared, the Assignment Sponsor will receive a “Ready to Work” email which confirms the CW’s SID.

### 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/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 NFM.

### Ordering Instructions:

- Use **Smart Access** 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 Stage

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 following 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.jpmorganchase.com/compliance](http://www.jpmorganchase.com/compliance).** You must comply with the Code at all times you are providing services to JPMC.

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

### Start Date Request:

- GS&I 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.
<table>
<thead>
<tr>
<th>#</th>
<th>TASK</th>
<th>OWNER</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>• Assignment Sponsor reaches out to Supplier to coordinate the CW’s first day logistics such as location, arrival time, and contact information</td>
<td>Assignment Sponsor</td>
</tr>
<tr>
<td>5.2</td>
<td>• 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 <strong><a href="mailto:cwoc.group@jpmchase.com">cwoc.group@jpmchase.com</a></strong>. Start date change requests can be made from the day of clearance onward.</td>
<td>Assignment Sponsor</td>
</tr>
<tr>
<td>5.3</td>
<td>• Communication is sent to Assignment Sponsor or Supplier SPOCs confirming the Name, SID, and new Start Date Change</td>
<td>CWOC</td>
</tr>
</tbody>
</table>
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.

**TIP**

Assignment Sponsors should order access cards within 90 days of fingerprinting after successfully clearing PES even for workers who may not start immediately or SID will expire.

<table>
<thead>
<tr>
<th>#</th>
<th>TASK</th>
<th>OWNER</th>
</tr>
</thead>
</table>
| 6.1 | • Assignment Sponsor requests access card for CW in SmartAccess (link only accessible to those with JPMC corporate intranet access)  
• Assignment Sponsor requests systems access through Request Center (link only accessible to those with JPMC corporate intranet access) | Assignment Sponsor |
| 6.2 | • Some CWs will need access to tools which require additional security screenings. Assignment Sponsor requests access to these tools in Request Center (link only accessible to those with JPMC corporate intranet access)  
• Request Center will route those access requests to GS&I who will validate the CW  
• Assignment Sponsor receives notification when the High Security Clearance is granted, via Request Center | Assignment Sponsor |
# Begin Engagement

The CW is ready to begin assignment.

<table>
<thead>
<tr>
<th>#</th>
<th>TASK</th>
<th>OWNER</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1</td>
<td>• CW follows day 1 instructions from the Assignment Sponsor and reports to assignment</td>
<td>CW</td>
</tr>
</tbody>
</table>
| 7.2 | • CW cannot begin the assignment until the Official Start Date has been met.  
    | • 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 | Supplier  |
| 7.3 | • If CW never reports to duty, Assignment Sponsor must delete his/her SID from NEIM  
    | (See NEIM Self-Service Instructions for additional information) | Assignment Sponsor |
| 7.4 | • CW may have required training in Learning@jpmc, (link only accessible to those with JPMC corporate intranet access). S/he must complete required Enterprise, LOB, and/or team training | CW        |
| 7.5 | • Assignment Sponsor shares expectations and team policies (e.g., sick time, time tracking)  
    | • CW tests all access and technology | CW        |
# Glossary

The following are key onboarding terms used throughout this document:

## ORGANIZATION

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>CW Operations Center (CWOC)</td>
<td>Centralized group to create, track, and report on CW identities</td>
</tr>
<tr>
<td>CW</td>
<td>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</td>
</tr>
<tr>
<td>Single Point of Contact (SPOC)</td>
<td>Representative from the Supplier who has the responsibility of interacting with CWOC to onboard all CWs from that Supplier</td>
</tr>
<tr>
<td>Provisional SID</td>
<td>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.</td>
</tr>
<tr>
<td>Confirmed SID</td>
<td>SID that is granted only after successful PES. Permits CWs to begin work and to enter facilities and access JPMC systems deemed appropriate.</td>
</tr>
<tr>
<td>Candidate</td>
<td>CW who may be chosen by the Assignment Sponsor to fill a position at JPMC</td>
</tr>
</tbody>
</table>

## SYSTEMS/TOOLS

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Center (EURC)</td>
<td>System in which hardware and software requests can be made</td>
</tr>
<tr>
<td>Non-Employee Identity Management (NEIM)/ID Owner</td>
<td>System used to create, reactivate, and manage SIDs for CWs</td>
</tr>
<tr>
<td>Identity Request Form (IDRF)</td>
<td>Form containing necessary personal information which Supplier completes to begin the process of onboarding a CW</td>
</tr>
<tr>
<td>Voltage SecureMail</td>
<td>JPMC enterprise-wide solution for securing email communications to external recipients using Outlook</td>
</tr>
</tbody>
</table>
## PROCESS & PROCEDURES

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity Record</td>
<td>Record containing standard information for CWs; stored in NEIM/ID Owner</td>
</tr>
<tr>
<td>MSA</td>
<td>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.</td>
</tr>
<tr>
<td>Personal Identity</td>
<td>Information JPMC has or acquires that is kept private particularly relating to personal identity. More information can be found by accessing the <a href="#">Personal Information Risk Prioritization</a> (link only accessible to those with JPMC corporate intranet access) information.</td>
</tr>
<tr>
<td>Pre Engagement Screening (PES)</td>
<td>The security screening process which all Contingent workers must complete that is managed by JPMC Global Security &amp; Investigations (GS&amp;I) group</td>
</tr>
<tr>
<td>Re-entry</td>
<td>The process of onboarding a CW who was already assigned a SID due to previous employment or assignment at JPMC</td>
</tr>
<tr>
<td>Standard Identification (SID)</td>
<td>JPMC standard alphanumeric identifier which is used by CWs to log in to JPMC systems</td>
</tr>
<tr>
<td>Start Date</td>
<td>Date when CW’s security and system access begins and when the CW begins an engagement; data field in NEIM</td>
</tr>
<tr>
<td>Third Party Oversight (TPO)</td>
<td>Provides the framework for how JPMC engages, monitors and holds Suppliers accountable</td>
</tr>
<tr>
<td>Beeline</td>
<td>The tool used to source and manage Temp/Individual Contractors (IT and non-IT) billed to cost centers in the following countries: US, UK, Ireland, Luxembourg, India, Hong Kong, Philippines, and Singapore.</td>
</tr>
<tr>
<td>Contract Validation</td>
<td>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 And/ or assignment end dates.</td>
</tr>
</tbody>
</table>
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 projects?
   • Yes, an Assignment Sponsor can transfer a CW for another Assignment Sponsor via NEIM
   • If the CW is changing Suppliers, the SID should be terminated and a new IDRF should be submitted to CWOC. If the CW is staying with the same Supplier, the template inserted below should be sent by the Assignment Sponsor or Supplier SPOC
   • CWOC will modify the new approved contract number and the Assignment Sponsor can update to the new CW end date

<table>
<thead>
<tr>
<th>SID</th>
<th>First Name</th>
<th>Last Name</th>
<th>New Approved Contract Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>V123456</td>
<td>John</td>
<td>Doe</td>
<td>12345</td>
</tr>
</tbody>
</table>

3. 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.
   • Sponsors are responsible for ensuring that their Suppliers are aware of the new process and follow the steps when onboarding new and/or re-entry CWs. We recommend that you complete the CW Onboarding training as well as review the CW Onboarding Toolkit.

4. 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.

5. 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

6. 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**

7. *What is the difference between NEIM and Beeline?*
   - NEIM is used to create Standard IDs for most of the firm’s non-employees: contractors, consultants, or temporary workers. Standard IDs for US Temp/IC or Preferred vendor in the US and IT Project/ SOW’s Contractor workers billing to India, Hong Kong, or Singapore cost centers should be created in Beeline (link only accessible to those with JPMC corporate intranet access).

8. *I have questions on Voltage SecureMail, where do I go?*
   - A number of FAQs are answered in the Voltage User Guide attached in Appendix A of this document. For additional questions, please contact CWOC Support at 855-900-2962 (855-900-CWOC).

**PROCESS & PROCEDURES**

9. *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.

10. *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 (GS&I) department.
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 de-activated, 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?
   - GS&I 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.
APPENDICES

Appendix A: Using Voltage Securemail

Voltage SecureMail is a JPMC enterprise-wide solution for securing email communications with internal and external recipients using Outlook. See the below Quick Reference Guide document for details on SecureMail.
Using JPMC Voltage SecureMail for CW Onboarding

Quick Reference Guide

Inside this guide:
- Voltage SecureMail Overview (pg. 2)
- Directions for Testing/Using Voltage SecureMail (pg. 3)
- FAQs (pg. 8)
- Troubleshooting Tips (pg. 9)
Overview
JPMorgan Chase values your privacy. To protect sensitive email conversations and confidential documents, we use Voltage SecureMail, a data privacy tool that encrypts and password-protects these private communications.

Suppliers are required to use the JPMC Voltage SecureMail system when submitting the personal information necessary to initiate the CW onboarding process.

You don’t need any special software to send and receive secure messages in your inbox – both the message body and any attachments are always protected as long as you respond to the initial message sent to the same person that sent it. It will work with any fully functional browser on any platform.

You do, however, need to enroll in and test the Voltage SecureMail file transmission process to ensure you can successfully onboard CWs at JPMorgan Chase. This document contains step-by-step instructions to help you test/use this tool and troubleshoot any issues you may have.

If you have any questions about using JPMC SecureMail for CW onboarding, please contact the JPMC CW Operations Center at 855-900-CWOC (U.S. Toll Free) or 201-595-1807 (International).

Thank you for working with us to keep CW data secure and private.
Directions for Testing/Using Voltage SecureMail

1. Check your inbox for an email from CWOC.group@jpmchase.com titled: “TEST & SAVE THIS SECURE EMAIL: JPMC CW Identity Request Form”. If you do not have this email, please contact 855-900-CWOC (U.S. Toll Free) or 201-595-1807 (International) to request that it be sent to you.

   IMPORTANT! You will need to save this email after the test so you can reuse it to securely send Identity Request forms into the CW Operations Center (CWOC) to initiate onboarding for your workers.

   When you select this email, you will see the following in the preview pane:

   ![Secure Email Preview](image)

   Notice the personalized image that appears, confirming that the message is secure.
2. Click on the attachment called “message_zdm.html” and then click “read message” on the screen that appears:

3. You will be prompted to create (first time users) or enter your password:

   **First-time User Enrollment**

   **Returning Users**

4. After you create/enter your password, you will be able to read the secure message and download the Identity Request Form (IDRF) attachment:
5. Complete the IDRF (use fictitious data for the initial test) and save it to your computer in Excel using these naming formats:
6. Select Reply

7. Select “Choose File” to attach the completed IDRF. Please make sure the file is named as directed in Step 5.
8. Once the file is attached, hit “Send Secure” to submit the file to CWOC

![Email Attachment](image)

9. You will receive an immediate confirmation screen that your message has been sent.

![Confirmation Screen](image)

10. For your initial test, you will also receive an email back from CWOC confirming they received and were able to open your file.

**REMEMBER!** Voltage SecureMail must be used to submit your Identity Request Forms to CWOC – you should not send these forms in a separate email.

If you accidentally delete this email or have any questions about the process, please contact CWOC Support at 855-900-CWOC (U.S. Toll Free) or 201-595-1807 (International).
Frequently Asked Questions

11. I am an established Supplier SPOC, and I lost my initial Voltage SecureMail email. What do I do?
   a. Contact CWOC Support at 855-900-CWOC (U.S. Toll Free) or 201-595-1807 (International).

12. Can I attach files to secure emails?
   a. Yes. The attachments are encrypted and sent as part of the secure email. Note that the encrypted messages are still subject to the 10MB message size limitation.

13. Can I send SecureMail to people in the cc: line?
   a. Yes. They will receive a message encrypted to their email address.

14. When sending a message with someone listed in the Bcc: line, I receive a message that says “Messages with recipients in the Bcc field cannot be sent securely”.
   a. Secure messages are encrypted per recipient. The BCC recipient would appear in the list of identities who can decrypt the message, which would defeat the confidentiality of the BCC recipient.

15. I received a message that says “This message cannot be sent securely”
   a. This message can occur when the email contains an attachment with a long name. During encryption, SecureMail temporarily writes the attachment to a secure directory. That directory’s name ends up being very long, so it, along with the attachment’s filename may have exceeded the Windows 256 character max filename size. To resolve, rename the file to a shorter name or Zip the file and create a shorter name for the Zip file.

16. Can an external recipient forward a message to be viewed by someone else?
   a. No. While users may forward the message, only the original recipient will be able to decrypt the message.

17. Can I read a secure message if I have access to someone else’s email?
   a. No. Secure mail is designed to allow for secure messages between the sender and only the intended recipients. Only those who are in the to: or CC: field may decrypt the received message.

18. After replying to a SecureMail message, I do not see a copy in my “sent” folder, why?
   a. Viewing and replying to encrypted messages are processed in a browser window.

19. How does SecureMail keep emails private?
   a. SecureMail uses the simplicity of a designated recipient’s email address to create a public key used to lock (encrypt) a message for that intended recipient. If the recipient can “authenticate” themselves upon receipt, the secure email system will then automatically generate the recipients “private” key to unlock or “decrypt” the message.
Troubleshooting Tips
If you can’t open or read a Secure Email from JPMorgan Chase, try these troubleshooting tips:

Validate Your Login Credentials
Make sure the email address and the password to login match what you created the first time you received a Secure Email.

Validate Your Internet Connection
You must have a live connection to the internet to open and read a Secure Email. J.P. MORGAN CHASE & CO. uses the internet to validate your login ID and password every time you open a Secure Email. If you are not connected to the internet:
   1) Establish a connection
   2) Try to open the attachment, message_zdm.html again.

Adjust Your HTTP 1.1 Settings
If you see a “Page Cannot Be Displayed” error message when attempting to open a Secure Email from J.P. MORGAN CHASE & CO. your browser settings may need to be adjusted.

To make sure that HTTP 1.1 is enabled in Internet Explorer (both normal and proxy):
   1) On your internet browser menu, go to Tools > Internet Options and select the Advanced tab.
   2) Scroll down to HTTP 1.1 settings and ensure both boxes ARE CHECKED.

3) Close all browser windows.
4) Try to re-open the Secure Email message.
Clear Cookies and Temp Files
Clear Cookies and Temp files in your browser then try again to open the attachment message_zdm.html.
To clear Cookies and Temp files in Internet Explorer:
   1) On your internet browser menu, go to Tools > Internet Options and select the Delete Cookies and Delete Files.

Check Your Name Field
If you have entered your name in the Name field, but are still being prompted to complete this field:
   1) Check that you have not exceeded 50 characters and that you have not used the comma character.
   2) Remove any commas and ensure the total character count does not exceed 50.

Getting Help
For help while reading a Secure Email, click the icon in the upper right corner of the page.

Passwords and Account Resets
If you forget your password or your account gets locked:
   1. You will be prompted to answer your secret question to reset your password.
   2. If your account is suspended, contact the sender of the email informing them your account is locked out.
Appendix B: NEIM Self Service (For Assignment Sponsors)

It is very important that Assignment Sponsors own responsibility for offboarding CWs to prevent unauthorized access to JPMC buildings or systems post-engagement.

Assignment Sponsors can complete the following actions within NEIM:

1. Transfer an SID to another Assignment Sponsor
2. Extending CW’s Assignment End Date
3. Modify fields in a CW’s Identity
4. Deactivate an SID for offboarding purposes

It is very important that Assignment Sponsors own responsibility for offboarding CWs to prevent unauthorized access to JPMC buildings or systems post-engagement.

1. **Transfer a SID to another Assignment Sponsor**

NEIM 2.0

*This contingent worker is completely maintained in Bestline. All aspects of this person are modifiable there.*
2. Extend CW’s Assignment End Date

**NEIM 2.0**

![NEIM 2.0 Interface]

*This contingent worker is completely maintained in Bextreme. All aspects of this person are modifiable there.*
3. **Modify fields in a CW’s Identity**

Once CWOC has created or reactivated a CW’s Identity, an Assignment Sponsor can modify specified values in NEIM. Some common fields that an Assignment Sponsor may wish to modify are:

- Cell Phone
- Email Address
- Cost Center
- Job Code
- Work Location
- Assignment End Date
- Mail Code
- First Name, Last Name, Middle Initial
- Home Phone

![CW Details](image-url)
4. **De-activate a SID for Offboarding Purposes**

Note: Leaves of Absence for CWs are recorded with the Supplier, and in a Leave of Absence situation the Contingent worker should be terminated. The only status types for CWs are:

- Active – Provisional SID
- Active – Confirmed SID
- Terminated
Appendix C: Additional Assignment Sponsor Self-Service Activities

The CWOC team will be responsible for the creation of CW Identities. However, there are several tasks that Assignment Sponsors are able to and are expected to complete on their own after SIDs have been created. The tasks include:

1. Requesting Phone, PC and Desktop hardware (Once the SID is created)
2. Requesting and Activating an Access Card (Only when the SID is confirmed cleared)
3. Requesting System Access (Only when the SID is confirmed cleared)

- Use Facilities Direct for building service requests such as: New space requests
- Go to Facilities Direct homepage or perform an intranet search on Facilities Direct
Request and Activate Access Card (should only be requested once SID is confirmed cleared)

1. Go to SmartAccess or perform an intranet search on SmartAccess

2. Select ‘Badge Request-New’ and enter SID of CW
Request Systems Access (should only be requested once SID is confirmed cleared)

End User Request Center (EURC)

1. For software applications, submit a Request Center request.
2. From the Request Center homepage, click on ‘End User Services’, then ‘Submit Request for Someone Else’

From the home page, you can:

3. Search for the software that the CW will need
4. Type in the CW’s confirmed SID to see the software that s/he currently has
5. Select commonly requested applications
Appendix D: Onboarding Process Forms

The majority of the forms needed for the onboarding process can be found on the JPMC internet at Global Contingent Workforce Management. Forms housed on this page include the:

- 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 Global Contingent Workforce Management page on the JPMC intranet.
Appendix E: Associated Guidance Documents

Message from the JPMorgan Chase CW Operations Center

Dear JPMC Suppliers,

As previously communicated by Chief Procurement Officer Rich Buccarelli, JPMorgan Chase will centralize CW onboarding through a new CW Operations Center (CWOC) effective July 15. Please ensure you have completed the steps below so that you and your company are prepared to onboard workers in the new model.

Action Required
1. The new model requires Suppliers to identify a JPMC Account Manager to serve as the single point of contact (SPOC) with the CWOC team for all of their company’s onboarding transactions. You are receiving this message as the SPOC we currently have on file to serve in this capacity. As such, you will be responsible for:
   - Presenting qualified applicant(s) for CW consideration and identifying re-entry candidates
   - Submitting CW(s) onboarding information directly and securely to CWOC via JPMC Voltage SecureMail
   - Ensuring CW(s) complete Pre-Engagement Screening (PES) and meet work authorization requirements for the location
   - Ensuring that CW(s) do not commence work before PES is successfully completed
   - Troubleshooting, resolving issues, and interacting with CWOC

   If you are not the correct person to fulfill this role for your organization, please contact us immediately and provide us with the new contact information (name, email, phone, address).

2. Review the online training, toolkit and other onboarding resources that are now available on the Supplier Personnel Policies page of the JPMC Internet under About Us>>Suppliers. If you experience any technical difficulties accessing the online training, please follow the instructions outlined in FAQ #4 (p. 21) of the toolkit.

3. After you have completed the training, please contact us to initiate enrollment and testing of the JPMC Voltage SecureMail system.

4. Communicate your role and responsibilities and the new onboarding process to impacted parties within your organization, so that all are aware they must submit their JPMC onboarding information to you and that you will then send compiled information to CWOC.

Overview of Changes in the New Model
1. Designated single points of contact (SPOCs) from each Supplier will submit secure files containing the required onboarding data directly to the CWOC team.
   - Jennifer Gomez Galan will be added as a SPOC for Landlords and/or Property management companies that have a signed contract with JPMC and refuse to submit IDRF’s on behalf of the subcontractors companies that do not have a signed contract with JPMC.

2. JPMC Assignment Sponsors will no longer be able to create/reactivate CW Standard IDs (SIDs) in the JPMC Non-Employee Identity Management (NEIM) system; the CWOC team will centrally create/reactivate all CW NEIM identity records.

3. Supplier SPOCs and Assignment Sponsors will receive the worker’s provisional SID once CWOC establishes the identity record. The SID is provisional at this time, meaning it can only be used by:
   - Sponsors to order basic equipment (i.e., desk, phone, computer and related hardware)
• Suppliers/workers to initiate pre-engagement screening, per the instructions provided in their notification

4. Supplier SPOCs and Assignment Sponsors will be notified when the worker has passed pre-engagement screening and is eligible for work. At that time, the SID is no longer provisional and the Sponsor can use it to order JPMC building and system access.

Please note that the current onboarding model for Staff Augmentation and IT Project workers billing to Hong Kong, India, Philippines, and Singapore cost centers is not impacted by this change and will remain in place.

We look forward to working with you, and thank you in advance for your support as we transition to this new model. If you have any questions or need assistance, please reach out to us via email at cwoc.group@jpmchase.com or via phone at 1-855-900-CWOC (U.S.) or 201-595-1807 (International).
Appendix F: Tenure Information

- For problems with the system, please refer to “Contingent Workforce Operations Center”
- For the problems with the process, please refer to the local LOB Legal who govern the 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.