

HYDRO-QUÉBEC – OCCUPATIONAL HEALTH AND SAFETY AND SUSTAINABLE DEVELOPMENT
QUESTIONNAIRES

Job Aid for Completing Questionnaires on the SafeContractor Platform

VISION STRATÉGIQUE ET PARTENARIATS
DIRECTION – PARTENARIATS, PERFORMANCE OPÉRATIONNELLE ET GOUVERNANCE

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Process outline

OHS and SD assessments are performed by an external third party: Alcumus SafeContractor (formerly Cognibox).

To ensure a valid assessment, follow these steps:

- ✓ Register for SafeContractor (requires an annual subscription)
- ✓ Gather required documents
- ✓ Complete the questionnaire = answer the questions AND attach the required supporting documents
- ✓ Submit your file for validation by SafeContractor
- ✓ Get a report with a validated score out of 100
- ✓ Attach your validated report to your bid/prequalification application

Key tip: Start the process in advance



Consider setting deadlines for:

- Having your SafeContractor access request validated (24 hours)
- Gathering supporting documentation to attach to your responses
- If applicable, having supporting documentation translated into French
- Having your responses and supporting documentation submitted validated (48 hours)
- If applicable, having changes to your file validated (if supporting documentation was rejected) (48 hours)



Also be sure to check your spam and allow emails from SafeContractor, as it will send you multiple emails during the process.

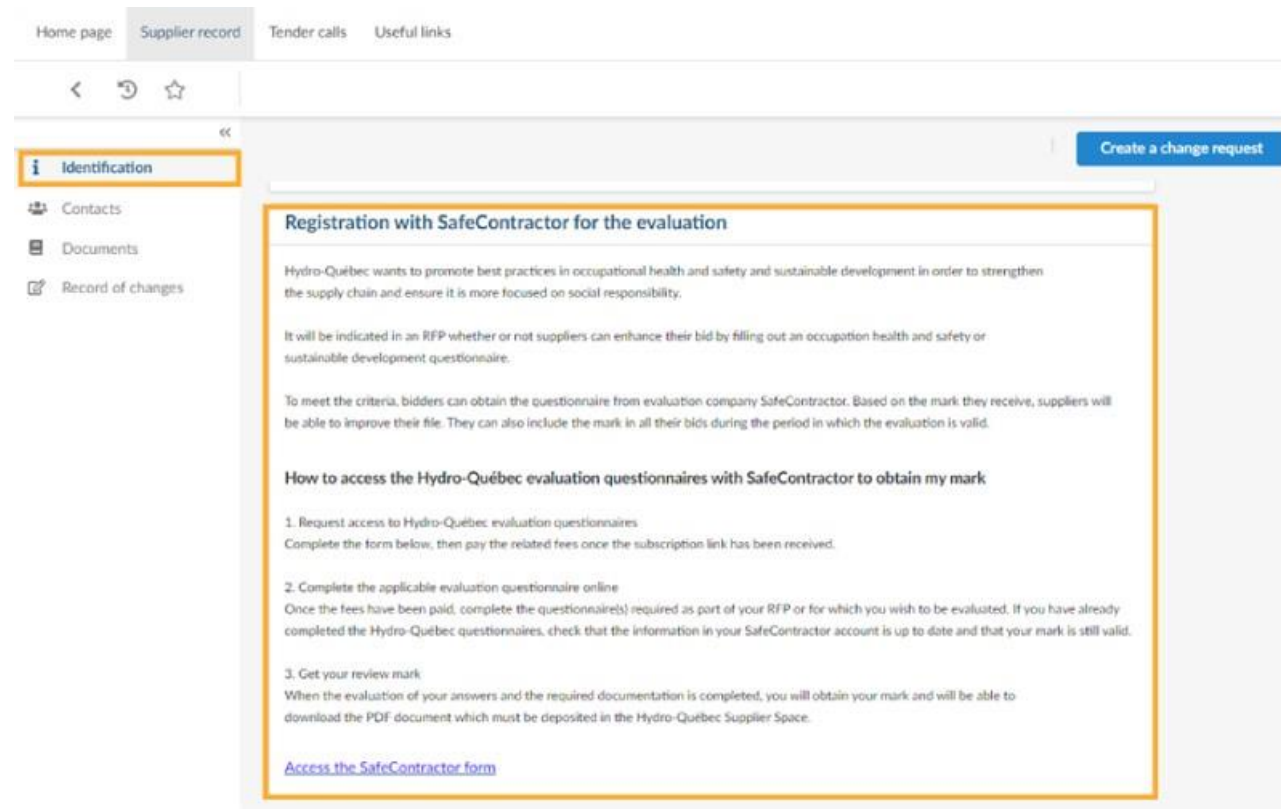
Registering for SafeContractor

1. Log in to your Hydro-Québec Supplier Space.
2. Go to your Supplier Record.
3. Under Identification, find the Registration with SafeContractor for the Evaluation section.
4. Click Access the SafeContractor form, then complete and submit the form. SafeContractor will then contact you within 24 hours to initiate the process.

If you don't receive an email from SafeContractor with a link to activate your account within 24 hours of submitting the form, contact them by calling 1 877 746-5653, option 5.

1. Pay the annual SafeContractor subscription fee. The amount required depends on the size of the business. The price schedule is available on the [project web page](#)


If you are already a member of SafeContractor with another contractor, this will be taken into account, and fees will be reduced.



Reviewing required questions and supporting documentation

Questionnaires contain 14 (OSH) to 16 (SD) questions, and most responses **must be supported by official supporting documentation** (prepared on behalf of your organization, signed, dated or public) that meets strict validation criteria.

Review the questions and, **as soon as possible, start gathering the supporting documentation** for your practices, ensuring that it **meets the validation criteria**

 Questionnaires are available on the [project web page](#); the “toolkit” section of this page gives access to the list of supporting documents and their validation criteria.

The purpose of this supporting documentation is to demonstrate that the practices you report on the questionnaires are indeed part of your organization’s policies and procedures.

They will be validated by SafeContractor, and your final score will be based on that validation.

This supporting documentation must be submitted **in French**, unless the provisions of the *Charter of the French language* allow you to use another language.

Examples of supporting documentation to be provided based on selected responses

OHS questionnaire

- ✓ CNESST five-year employer profile
- ✓ Example of risk analysis
- ✓ OHS non-compliance action plan
- ✓ Example of equipment inspection or certification
- ✓ Your company’s official prevention program or OHS management system
- ✓ OHS certifications (ISO 45001, COR, etc.)
- ✓ Your company’s official health and safety policy
- ✓ Accident reporting and investigation procedure
- ✓ OHS requirements for subcontracting

SD questionnaire

- ✓ ESG certifications (ISO 14001, B Corp, BNQ, Ecocert, etc.)
- ✓ ESG, SD, EDI, etc. code of conduct, policy, public commitment or official report
- ✓ Invoices proving the use of renewable energy sources in your facilities
- ✓ Evidence of implementation of measures to reduce greenhouse gas emissions (deliveries, staff travel, calculation of overall emissions, etc.)
- ✓ Evidence of practices to reduce the environmental impact of your operations (recycled content products, waste management, water savings, reparability, waste reduction, etc.)
- ✓ Evidence of community engagement (e.g., philanthropy, employee volunteering, partnerships with under-represented social groups)

Completing the questionnaires on the SafeContractor platform (1/3)

1. Have your NEQ (if you have one) handy and log in to the SafeContractor platform.
2. Select the area for which you would like an assessment: OHS and/or SD.
3. Answer the questions and attach all required supporting documentation.
4. A number of help tools are available on the platform by clicking on “Help & Documentation” at the top right of the screen, including an interactive guide to help you through the process.
5. The number of points you can get for each question is shown at the top right of the question.

In the SD questionnaire, some scoring details are specified below the question.

Evaluation area

Please select the area for which you would like to receive a score.

☒ Occupational Health and Safety (OHS)

☒ Sustainable Development (SD)

Help & Documentation



0/5PTS

Ref.: 6286

ESG Certification

Has your company obtained ESG certification under a recognized standard

Maximum of 6 points, 3 points per item selected having the required supporting document.

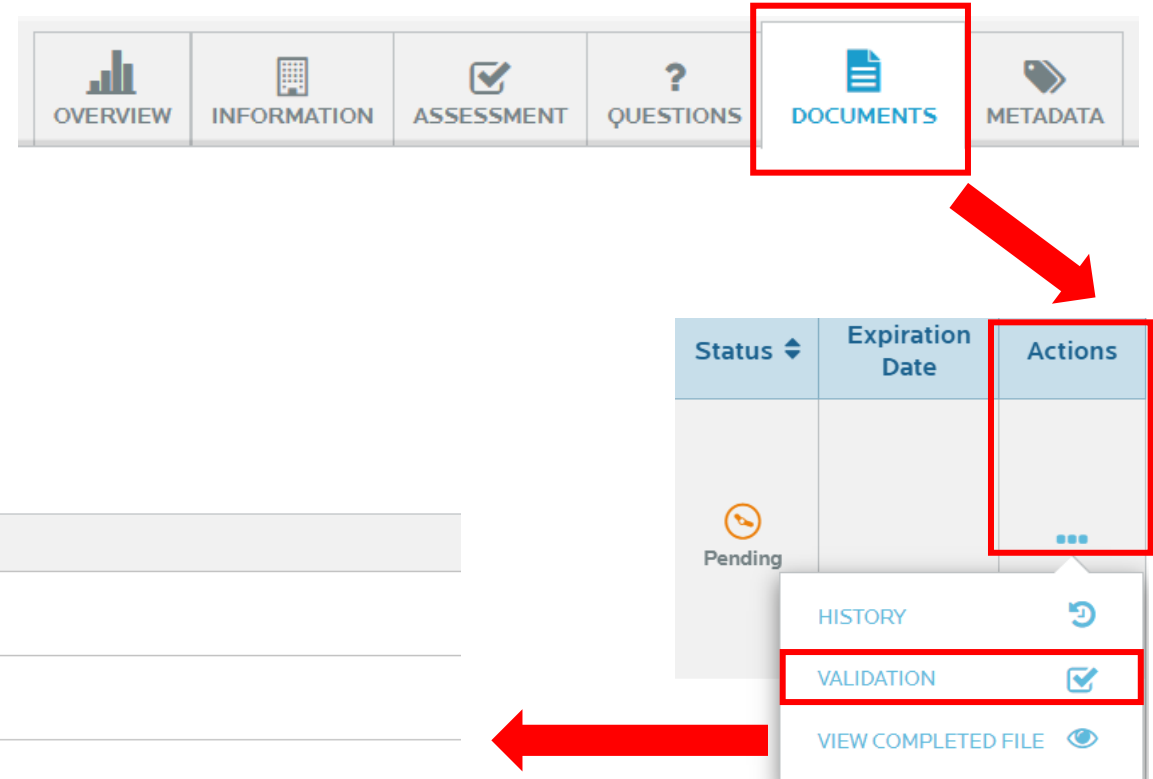
Completing the questionnaires on the SafeContractor platform (2/3)

6. **REMINDER:** The supporting documents to be provided **must meet specific criteria** (see page 6), which can be consulted on our [project web page](#); or directly on the platform after uploading your supporting documents:

- either under the download area associated with the question
- or via the “DOCUMENTS” tab and the “Actions” column at the right of the screen (click the three dots to access them).

You **must verify** that your supporting documentation **meets all required validation criteria**. Otherwise, it will be **rejected**, and this will cause **delays** in the process.

Required Criteria	
<input type="checkbox"/>	The document is from the company completing the assessment in Cognibox.
<input type="checkbox"/>	The company's waste management program, plan or measures are provided.
<input type="checkbox"/>	Evidence of application is provided. An example of admissible evidence may be inclusion in a contract.
<input type="checkbox"/>	Expiry date must not exceed 5 years.



Completing the questionnaires on the SafeContractor platform (3/3)

The **reasons for refusal** of supporting documentation are always shown in the **blue dialogue box** at the far right of the screen:

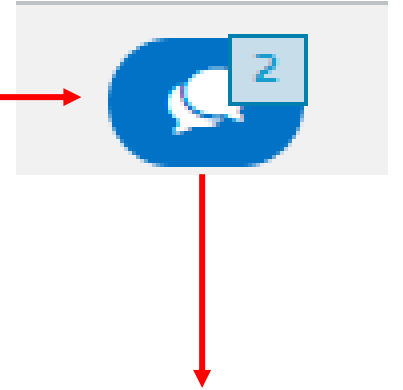
- Under the space specifying the validation criteria
- Under the question
- Under the place where supporting files are submitted

You can also use this dialogue box to provide details to the validation team.



If you use the **same supporting documentation for several questions** (e.g., a sustainable development report), you must, for each question for which you submitted the same documentation, use this message function to **indicate the page number(s)** where the validation team can find information specifically related to this question.

Click the bubble to bring up the message window where you can send details to SafeContractor or read the validation team's comments.



Today

New Message

Send a message

SEND

JOB AID – SAFECONTRACTOR

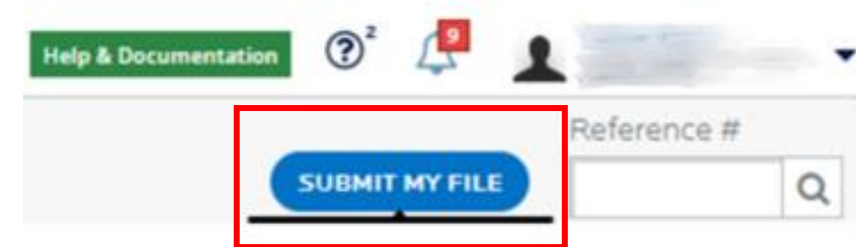
Submitting and correcting your file

1. Once you have completed the process, click SUBMIT MY FILE at the top right of the screen. This will trigger the SafeContractor validation process, which takes 48 hours.
2. You will then receive an email notification indicating the status of your file (check your spam).
3. If evidence is refused:
 - Read the SafeContractor comments by clicking the dialogue bubbles to the right of the screen
 - Look at the missing validation criteria
 - Change your answer to the question or upload the correct supporting evidence

Be sure to always **resubmit** your file **after making any desired changes**.

Note that:

- Refusal of supporting documentation will decrease your score but will not prevent you from getting a validated assessment report
- Any change to the file is subject to a 48-hour validation period, during which the validated report cannot be downloaded (file pending validation)



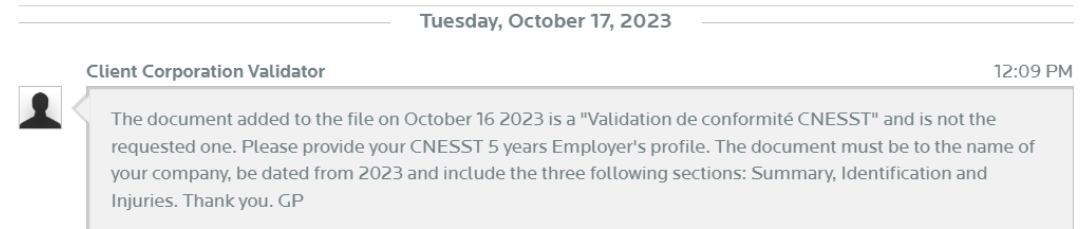
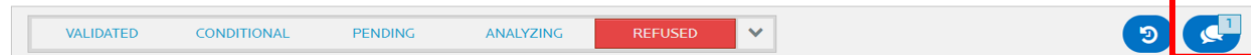
Occupational Injuries | Evidence provided by a competent authority

Ref.: 6211

To validate some of the information in the table for question #0099, attach the employer profile – five years of CNESST for your company. For companies outside Quebec, attach any other proof provided by a relevant authority.

Comment obtenir le Portrait d'employeur - cinq(5) ans de la CNESST

- ☒ Provide the employer profile – 5 years of CNESST attached (include the following sections: Summary, Identification and Injuries)
- ☐ I am not registered with the CNESST because I am self-employed.
- ☐ I am a company outside of Quebec - provide any other proof provided by a competent authority.



Getting the validated assessment report

1. Once your file has been validated, you'll receive an email from SafeContractor confirming the validated score.
2. Log in to the platform and download your assessment report **under the QUESTIONS tab**. At the top right of each questionnaire, you'll see your score, the indication "Score Validated" and the download icon. **Make sure you download each validated questionnaire (SD and OHS) separately.**
3. Verify that your downloaded questionnaire contains the following four elements:
 - The indication "Qualified"
 - The indication "Score Validated"
 - A validation date that is before the RFP closing date
 - An expiration date that is after the RFP closing date
4. Send this validated questionnaire (or assessment report) in accordance with the instructions in Hydro-Québec's bidding system, along with the other documents in your bid or prequalification application.

The screenshot displays the SafeContractor platform interface. At the top, a navigation bar includes tabs for OVERVIEW, INFORMATION, ASSESSMENT, QUESTIONS (highlighted with a red box and a red arrow), DOCUMENTS, and METADATA. Below the navigation bar, the assessment results for SST and DD are shown. SST is 54% with a download icon and the text "Score Validated". DD is 17% with a download icon and the text "Score Validated".

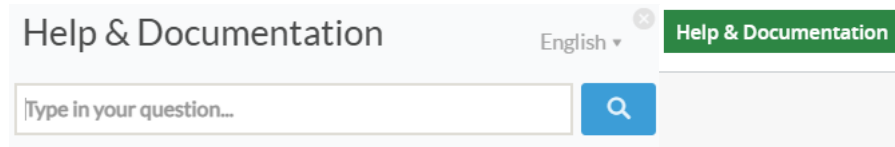
Below the assessment results, the SafeContractor logo is displayed, along with the text "Assessment snapshot For Hydro-Québec | OHS and SD assessment". To the right, the Hydro-Québec logo is visible. Below the assessment snapshot, the text "V2022.01 OHS-Questionnaire Hydro-Québec SST" is shown. A green checkmark icon is labeled "Qualified", and the score "54%" is labeled "Score Validated".

At the bottom, the "Assessment Status" section shows "Qualified" and "Qualified by Client Corporation Validator on May 03, 2024." The expiration date "Expires on May 03, 2025" is also highlighted with a red box.

Support

SafeContractor

- Phone: 1-877-746-5653, option 5
- Email address: support@safecontractor.ca
- Chat

A screenshot of the SafeContractor Help & Documentation chat interface. It features a header with 'Help & Documentation' on the left, a language dropdown set to 'English' in the center, and a green 'Help & Documentation' button on the right. Below the header is a search bar with the placeholder text 'Type in your question...' and a blue search button with a magnifying glass icon.

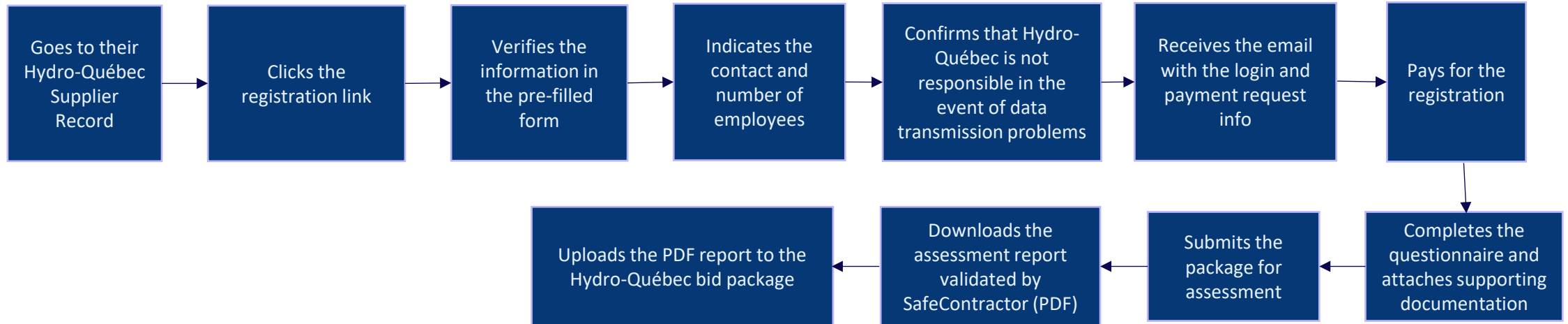
- **SafeContractor offers regular training free of charge on our SD and OHS questionnaires.** Check the calendar [here](#) and search for “Coffee Break 8: Hydro-Québec, SD and OHS Questionnaires.”

Hydro-Québec

For any questions about the rollout of the OHS and SD questionnaires:

- Web page dedicated to the project:
<https://www.hydroquebec.com/suppliers/bidding/compliance-requirements/selection-criteria-ohs-and-sd/>
- Email address:
DPAS_achats_responsables@hydroquebec.com

Process summary diagram

Bidder*SafeContractor*