

## Getting the best out of Complywith - Jess Orsman

Jess Orsman, our Head of Content Delivery, shared some valuable observations she made while assisting users with surveys, and suggestions on how to make sure your organisation is using the ComplyWith tool effectively.

### Are you using the 'obligation did not arise' answer correctly?

In some surveys, an 'obligation did not arise' answer was incorrectly used for an ongoing obligation (for example, making sure everyone is free from unjustified discrimination). It's important to pay attention to these answers, as there may be an education gap.

### Make sure users understand the obligations

A user might not understand what a term means (for example, the definition of "plant"). ComplyWith has plain English commentaries, trigger cards, and a definitions page to help with this. Please also contact us if anything seems unclear.

### Directors and officers have specific obligations

Directors and officers have specific obligations under some legislation. If you're unclear who an obligation applies to, see the heading above it.

You can also tailor the response scale in your survey to assess awareness of obligations, rather than compliance with them (for example, a user selects 'partial' if they are not fully confident they understand an obligation).

### Review your survey

The law, like ComplyWith, is a "living beast". Remember to make sure that your survey is up to date for personnel and law changes. Consider using checklists or surveys to assess user awareness.

If you have any questions, please contact [Jessica@complywith.com](mailto:Jessica@complywith.com).