



COMPLECT

COMPLIANCE SPECIALISTS ON DEMAND

**BUSINESS
BEST PRACTICES**

INTRODUCTION

Congratulations on taking your first steps to a stronger compliance program!

Whether you're a one man show or a large corporation, we hope to connect you to top quality and affordable compliance specialists that can help you comply with the ever-changing securities regulations.

We hope these best practices will help us maintain the high quality standards you expect. Ready to get started? Let's go!

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PROJECT DESCRIPTIONS

Details are the difference between good stuff and great stuff.

Project details

Tempted to gloss over this section and explain it all later once you hire someone? Don't! This is your chance to attract top talent to your project. It's important to select all applicable industries and jurisdictions (specialists can only apply to projects where they have the requisite expertise) and include as much information as possible about the work you want completed. This will save you from having to answer a million questions about the project and should help minimize any misunderstandings once the project kicks-off.

Project duration

We know you wanted your work done yesterday and we know our specialists can be super human but be realistic about how much time it'll take to get your work completed. Rushed work is seldom good work! If you don't really have a good idea just estimate an end date so specialists can determine their availability. Remember, you can end projects early and extend deadlines later.

Applicant prerequisites

Getting inundated with hundreds of applications that don't meet your criteria can be frustrating. To make your life easier, Complect only allows specialists to apply to projects or full time roles where they meet all the prerequisites set by you. You can get as restrictive as setting the desired years of compliance experience you'd like your specialist to have or only hiring former regulators.

Hashtag key skills

Have any skills, certifications or particular areas of expertise you would like applicants to possess? Hashtag them! This will help specialists identify projects that are best suited to their skill set and knowledge base, reducing the number of unsuitable applications you receive. Don't know what to hashtag? Try looking through some of the specialist profiles to get an idea of what's popular.

PRICING COMPETITIVELY

Good work ain't cheap. Cheap work ain't good.

The price is right

Set a budget you are comfortable with and market forces will dictate whether the pay you are offering is commensurate with the work you are expecting. Not getting any applications? Try updating the pricing until you find the sweet spot that attracts all the bees to the honeypot. But remember, you get what you pay for so don't be cheap! You don't want a reputation for underpaying and we want Complect to be a reliable platform for quality specialists to find interesting and competitively priced work.

Hourly vs fixed

It's entirely up to you to decide whether you pay by the hour or set a fixed budget for your project. Consider what is going to work best for your business and the type of engagement you are posting. Keep in mind that while all payments are automated, an hourly project will require you to approve timesheets submitted by your specialist before payments can be released, which gives you an added level of control.

Experience levels

Is your work highly specialized? Do you only want to work with senior level specialists? Experience is valuable, so you'll have to price your project accordingly to get what you want. As a benchmark, premier consulting firms can charge you anywhere from \$300-\$1,000/hour for their specialists depending on seniority and specific expertise. Although the specialist ultimately only sees a portion of that fee, you should keep those numbers in mind when thinking about who you want to attract to your project.

Urgency

Deadlines can creep up on you with a nasty element of surprise. Unfortunately, when it comes to regulatory deadlines, time waits for no man. So, if you need your specialist to hustle and get things done faster than Flash, we recommend paying a 25% to 50% premium to regular pricing. A bigger carrot can be a very effective incentive.

COMPLETING WORK

The only place where success comes
before work is in the dictionary.

Pick the right specialist

We've got heaps of great specialists on our platform but just like dating, not everyone is going to be right for you. Take the time to read their reviews and credentials. Unlike going to a brand name shop where you may know the firm's reputation but not your account owner's, you have the unique opportunity to see exactly what past clients have felt about working with *your* specific specialist.

Communication is key

As with any relationship, effective communication is a key ingredient to success. Clearly articulate your expectations and deadlines upfront so you and your specialist are working towards the same end game. Check in regularly to make sure your project is on track and if you hit a speed bump or you're unhappy with the work product, say something sooner rather than later so the specialist knows. Have an issue that persists despite your best efforts? Don't hesitate to escalate it to us and we'll help you find an equitable resolution.

Use your resources

Once your project is active, you will be given access to your own Project Dashboard. It's a one-stop-shop that makes it as easy as possible for you and your specialist to efficiently work together and keep all of that project's specific details, communications, and documents warehoused all in one place. At Complect, we also encourage collaboration and are continually developing tools and resources to promote it. Have a unique issue or question and want to see how other businesses tackled it? Post it in our forum. Having a difficult time managing your specialist and establishing appropriate milestones for your project? Consider soliciting tips from other businesses from within our forum.