How Contractor Compliance Works in Deep Space

Set up and run company compliance in Horizon Company Directory: company inductions, approvals, compliance documents and expiry, workspace overrides and the commercial warning

Deep Space Horizon · Company Directory · v2.0 · October 2026 · support@deepspacegroup.ai

1. What company compliance means

Company compliance is your workspace's assessment of each supplier or subcontractor in your Company Directory. A company is **Compliant** only when all three checks pass, or when an authorised user has deliberately ignored a check for your workspace.

Check	What passes	How to resolve a failure
Verified ABN / tax ID	The company is linked to a verified business number. An internal `999900…` placeholder is not verified.	Link or merge the company with its verified Global Company Directory record. Contact support if two records need merging.
Company general induction approved	The company's latest company induction is **Approved**. Sent, in-review, rejected and missing inductions don't pass.	Send the company induction, have the company submit it, then approve it (section 5).
No expired attached documents	None of the compliance documents filed against the company — *including its workers' licences and tickets* — expired before today. A document expiring today still passes; a document with no expiry date never fails.	Upload the renewal as a new version of the expired document with its new expiry date, or correct a wrong expiry date.

The same result is used everywhere: the directory badge, the Compliance filter, the Compliance Rate card, the company's Compliance tab, and the warning shown when a purchase order or subcontract is raised for the company.

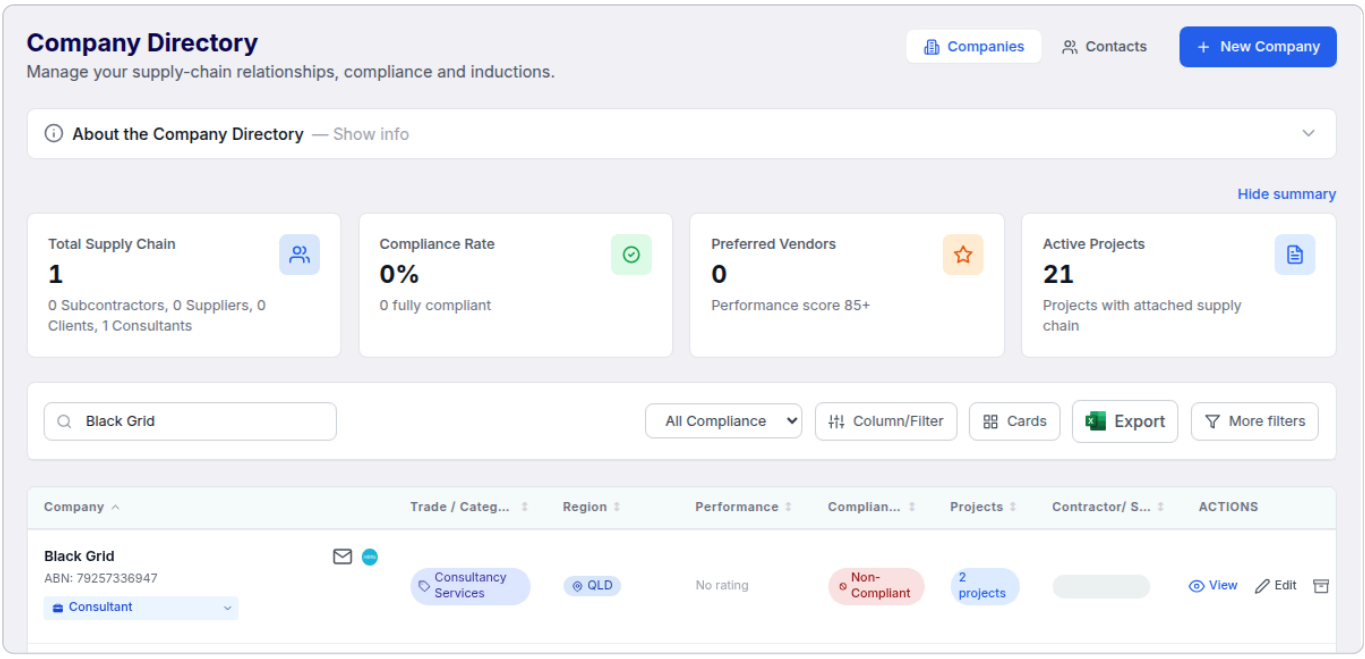


Figure 1 — Company Directory: the Compliance Rate card, the Compliance filter (All Compliance) and each company's badge.

2. The complete workflow

1. A workspace administrator configures the DS Site company induction form and its email (section 4).
2. The administrator creates an active **Company General Induction** approval workflow and selects its reviewers.
3. A user adds or links a supplier or subcontractor in Company Directory, preferably from its verified ABN or tax ID.
4. The user sends the induction from the company row (**Actions › Send Induction**).
5. The recipient follows the email link and submits the DS Site form.
6. Deep Space links the submission to the directory company, files the attached documents into **your Company Documents** with their expiry dates, and creates one approval request.
7. The reviewer opens the request, reviews the submission on the company's **Induction** tab, and approves or rejects it.
8. The recipient is told the outcome. A rejection email includes the reviewer's comments so the company knows what to fix.
9. Once the induction is approved, the ABN is verified and every attached document is current, the company becomes Compliant automatically.
10. Deep Space tracks expiry and emails reminders before documents lapse. A document that expires makes the company non-compliant until it is renewed or the check is explicitly ignored.

3. Before you start

- A connected, active DS Site integration.
- A DS Site company induction form.
- A contact email on each company record.

- Permission to edit Company Settings and approval workflows.
- The users or roles who will review company inductions.

> A company induction is organisation-level onboarding. A project Site Induction is a separate worker/project form and does not satisfy the *Company general induction approved* check.

4. Configure the workspace

Complete these steps in order. Steps 1–4 are in **Admin › Company Settings › Induction Settings**.

4.1 Configure the company induction form

Under **Configure induction forms**, open **Company Induction Form** and select **Add Configuration**. Choose the DS Site form and map the fields Deep Space needs:

- the company **ABN or tax ID** field — this is what links each submission back to the right company;
- the form's **approval/status** field; and
- any workspace details you want prefilled when the email is sent.

Avoid changing or removing the ABN mapping after inductions have been sent.

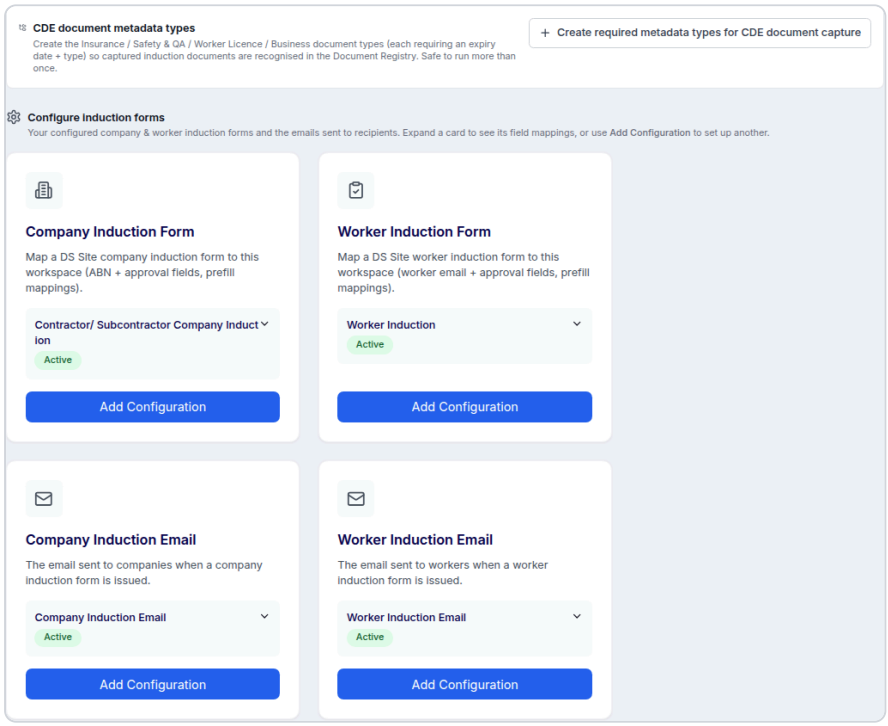


Figure 2 — Company Settings › Induction Settings › Configure induction forms.

4.2 Configure the induction email

Open **Company Induction Email** and add a configuration for the company form: a clear subject and a customer-facing message. Deep Space adds a button that opens the prefilled form. **Send Induction** only appears in Company Directory once at least one Company Induction Email exists. Send a test to an internal address first.

4.3 Where submitted documents are filed

There is nothing to choose here. Documents collected from induction forms are **always filed into your own Company Documents** and linked to the company in Company Directory, with their expiry dates. This works whether or not the supplier has its own Deep Space workspace.

Whose document	Folder in Company Documents
The company's own (insurance, business, safety)	`Subcontractor Inductions / <Company> (<ABN>) / <Category>`
One of the company's workers	`Subcontractor Inductions / <Company> (<ABN>) / Workers / <Worker> / <Category>`
Your own staff	`Staff / <Worker> / <Category>`

On a new workspace, select **Create required metadata types for CDE document capture** (in the **CDE document metadata types** card) once. It is safe to run again if you're unsure.

Worker licences and tickets have their own guide: **Worker Document Compliance Guide**.

4.4 Configure expiry reminders

Under **Document expiry reminder emails**:

1. Choose the DS Site **form the reminder email links to** — the document-request form suppliers use to send a replacement.
2. Turn on **Dynamic daily reminders** (recommended; off by default).
3. Save.

Each morning Deep Space emails the **company's main contact** 30, 7 and 1 day before a document expires, with the current form link. Each document gets each reminder once. Documents that have already expired, or have no expiry date, are not reminded. Worker documents are included; their reminders go to the worker's company.

> With Dynamic daily reminders off, reminders are scheduled per document when it is captured (the legacy mode), and also go to the person who uploaded it.

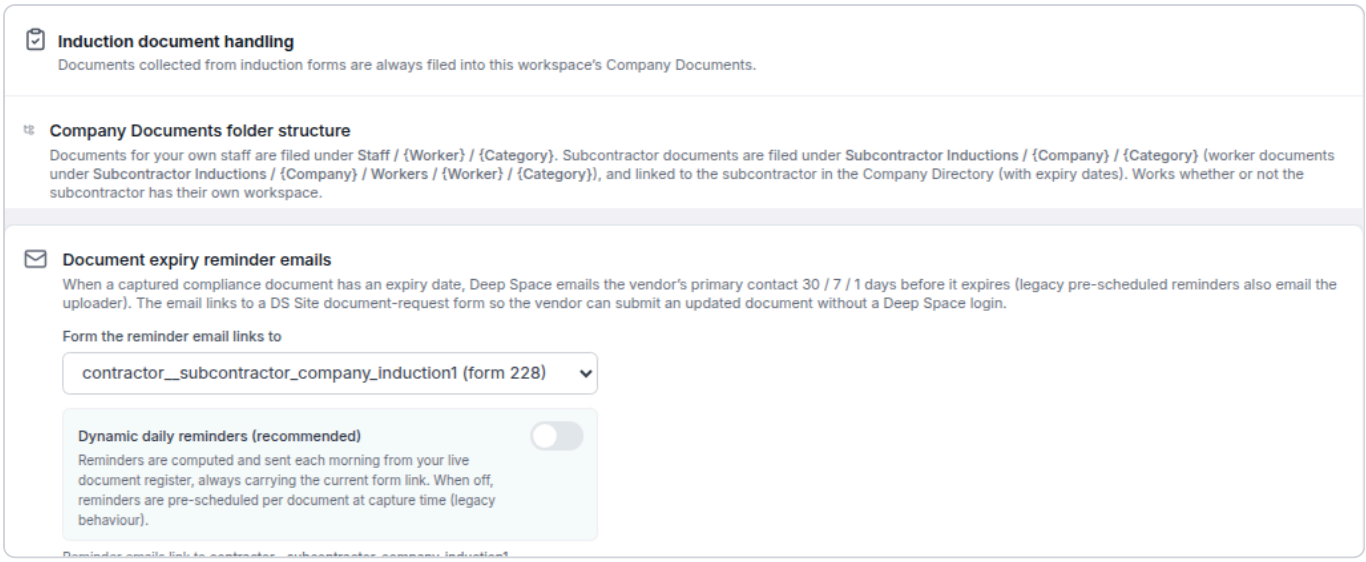


Figure 3 — Induction document handling and expiry reminder settings.

4.5 Configure induction approvals

Go to **Delegation of Authority › Approval Workflows** and add or edit a workflow with entity type **Company General Induction**. Name it, add the approval steps and reviewer roles, and make it **Active**. Reviewers get an approval task whenever a company induction submission is captured.

Without an active workflow, a submission falls back through **project workflow → workspace workflow → Project Manager → workspace admin**. If **Skip approval when unconfigured** is turned on (off by default), entity types with no active workflow are approved immediately instead, with no notification.

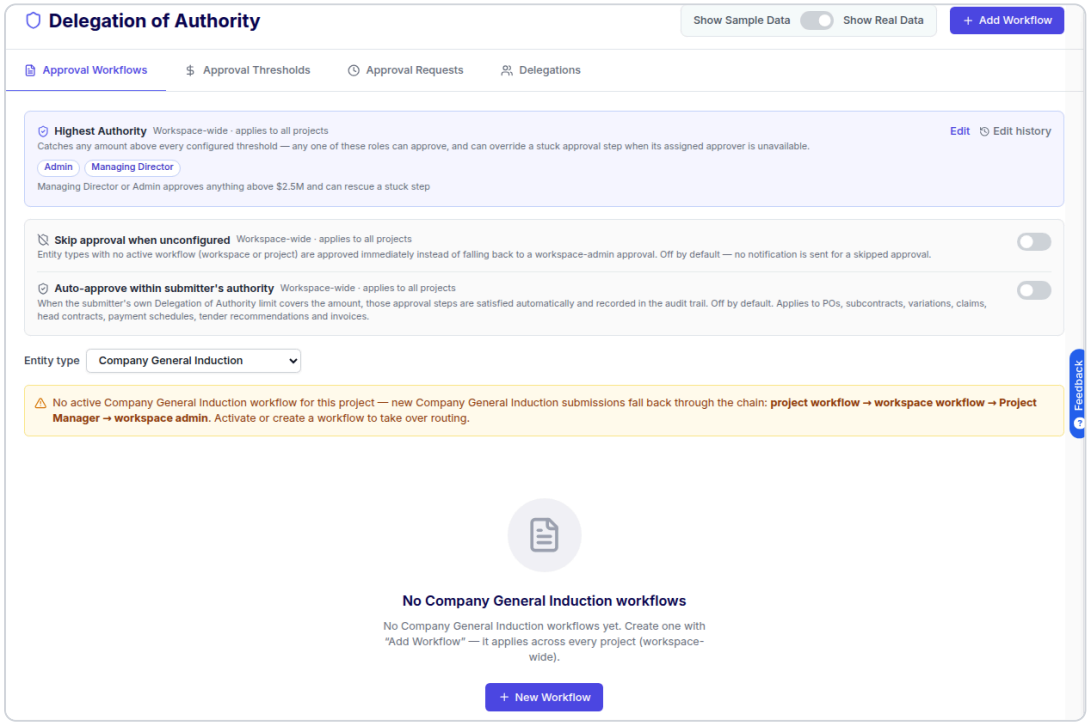


Figure 4 — Approval Workflows for entity type Company General Induction, showing the fallback chain when no workflow is active; use Add Workflow to create one.

4.6 Choose the commercial warning policy

Go to **Company Settings › Commercial › Non-compliant supplier commitments**:

- **Warn and allow** (default, recommended) — choosing a non-compliant company for a purchase order or subcontract shows its failed checks; the user can cancel or continue.
- **Allow without warning** — the selection goes ahead silently.

Neither option blocks the commitment.

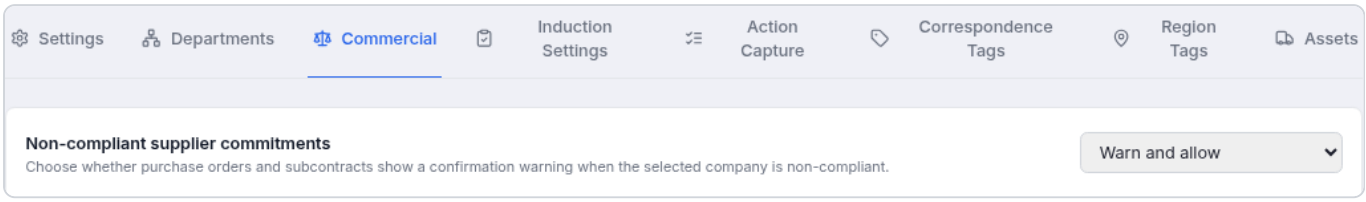


Figure 5 — Company Settings › Commercial › Non-compliant supplier commitments.

4.7 Optional: a project Site Induction

To give workers on one project their own site induction, open **Project Settings › Site Specific Forms** (below Distribution List) and choose the DS Site form on the **Site Induction** row. Leave the row empty to keep the workspace's default induction. This is a worker induction: it does not replace the company induction and does not change company compliance.

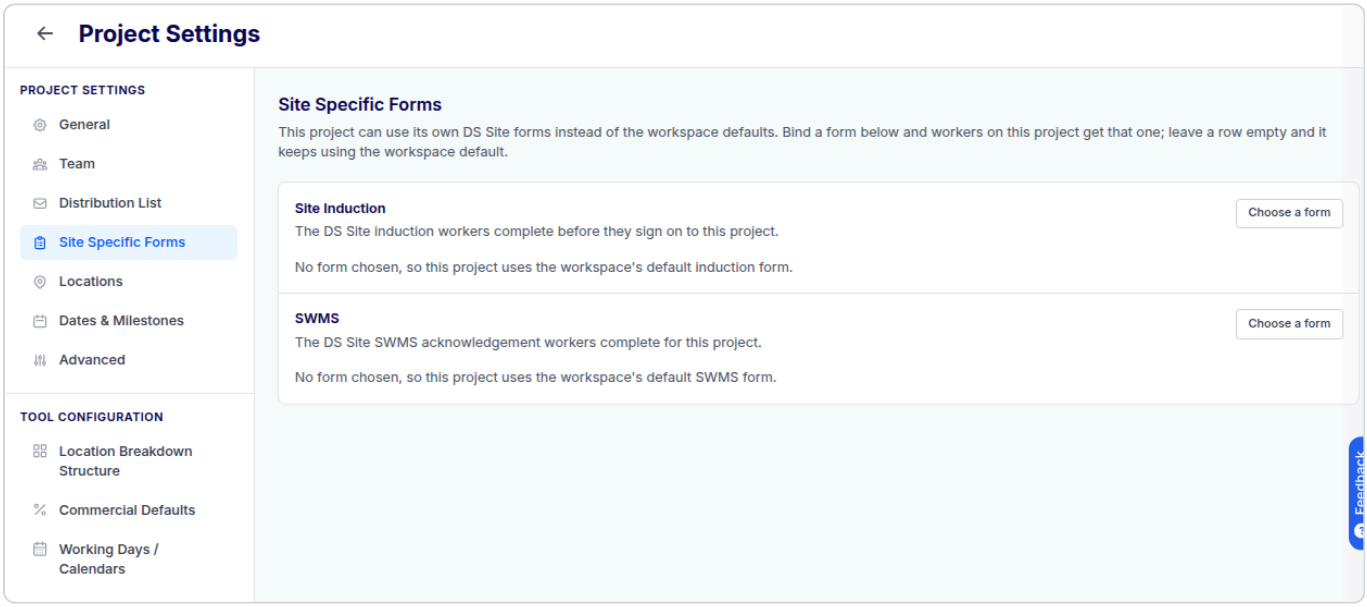


Figure 6 — Project Settings › Site Specific Forms.

5. Onboard a company

Add or verify the company

Open **Directory › Company Directory** and add or find the supplier or subcontractor. Before sending an induction, check its relationship type, contact email, company name and ABN, and use the verified Global Company Directory record where you can.

A record showing **No verified Tax ID** or a `999900…` number fails the ABN check. The placeholder is still what links the submitted form to the right company, so the recipient should leave the prefilled number unchanged unless support is correcting the record.

Send the company induction

On the company's row, open **Actions** and select **Send Induction**. It is available for Subcontractor, Supplier, Subcontractor & Supplier and Consultant & Supplier companies.

1. Choose the email under **Select Email Configuration** (chosen for you when there is only one).
2. Check **Email to** — it starts with the company's main contact.
3. Review **Form will be prefilled with** (the company's ABN).
4. Select **Send Email**.

Sent is not submitted, and submitted is not approved: the company stays non-compliant until its induction is approved.

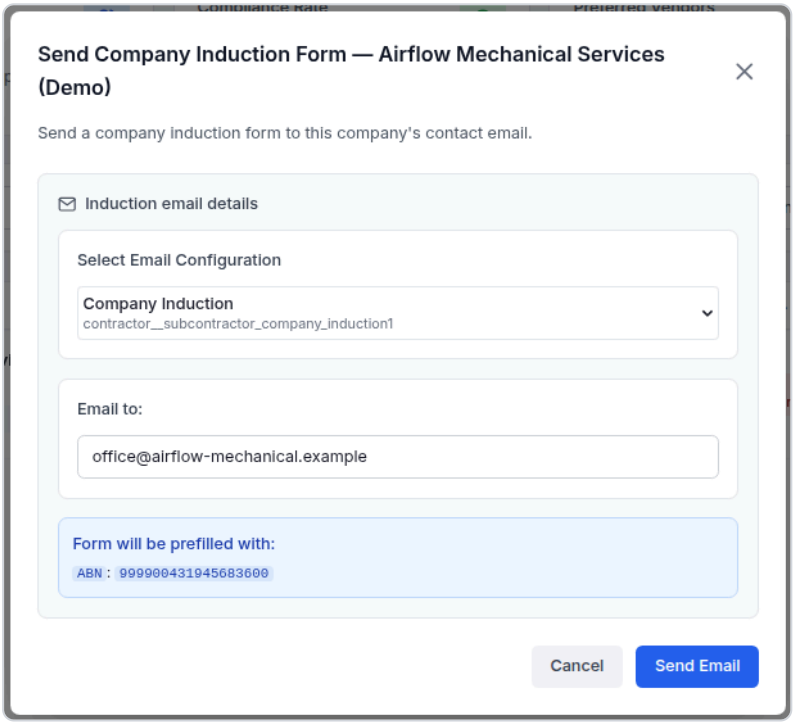


Figure 7 — Sending a company induction.

Review and decide the induction

When the company submits the form, Deep Space creates a **Company General Induction** approval request. Reviewers open it from the notification, **My Approvals** or Delegation of Authority. It opens the company in Company Directory on the **Induction** tab, with the submitted fields and the approval status.

- While the induction is **In review**, select **Approve** or **Reject**.
- Rejecting needs **Reviewer comments**; they are included in the rejection email.
- Use **Open in DS Site** to see the original submission and its attachments.

Approval satisfies the induction check. A rejected company stays non-compliant until a corrected submission is approved.

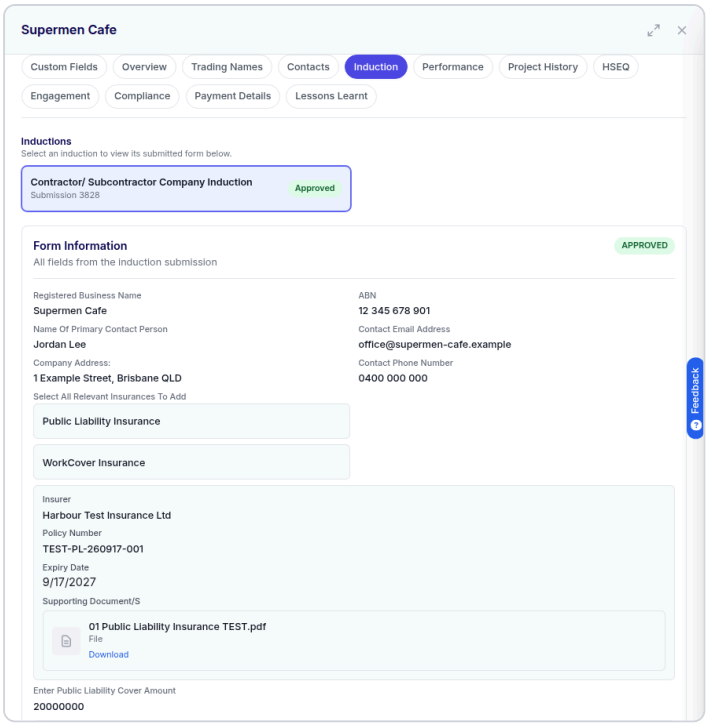


Figure 8 — The company’s Induction tab: the submitted form and its approval status. While a submission is In review, Approve and Reject appear here.

6. Review and manage compliance

Directory overview

Use the **Compliance** filter (All Compliance, Compliant, Non-Compliant) with trade, region, project and other filters. The **Compliance Rate** card counts fully compliant companies using the same three checks.

The company’s Compliance tab

Open the company and select **Compliance**. **Compliance Checks** shows a pass or fail for each check, the overall result, and any check ignored for your workspace. Below are the company’s documents in **Insurance Docs**, **Business Docs**, **Safety Docs** and **Workers**, with **Upload Document** and, on each document, **Upload new version**. PDF, JPG and PNG files open in the viewer.

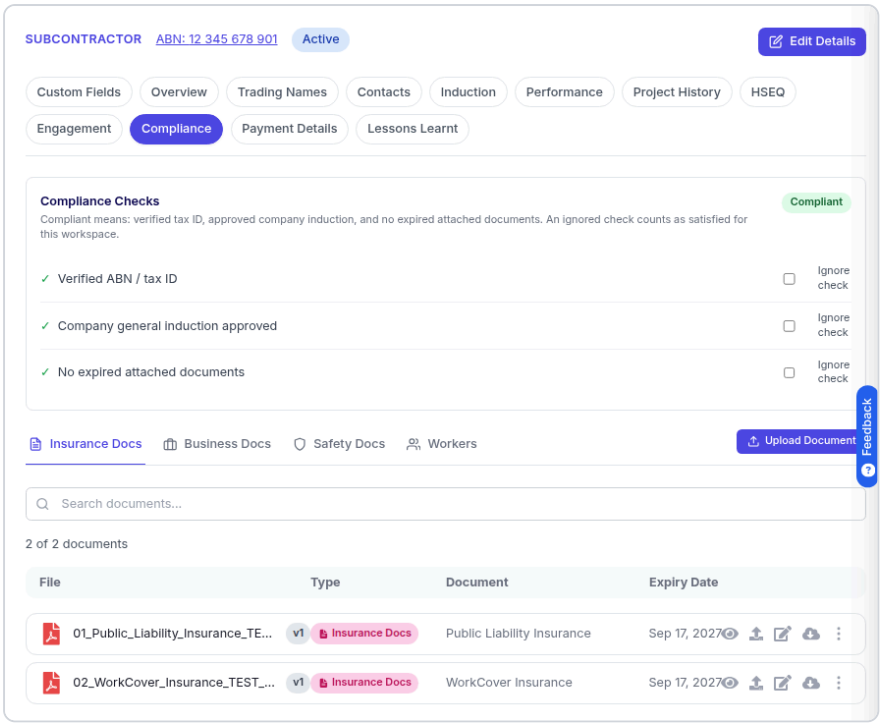


Figure 9 — A compliant company: all three checks pass (each has Ignore check), with its documents below.

Ignore a check

Select **Ignore check** beside a check to accept an exception for your workspace. An ignored check counts as satisfied for your workspace only. It does not verify the ABN, approve an induction, renew a document, change another workspace's assessment, or hide the failed result. Record why in your normal governance process, and clear the override once the underlying issue is fixed.

Expiry and Expiring Documents

Company Directory › Expiring Documents lists every tracked document across your companies and their workers, with its expiry and reminder status. When a renewal arrives, upload it as a new version of the expired document with the correct expiry date; the company's result updates straight away.

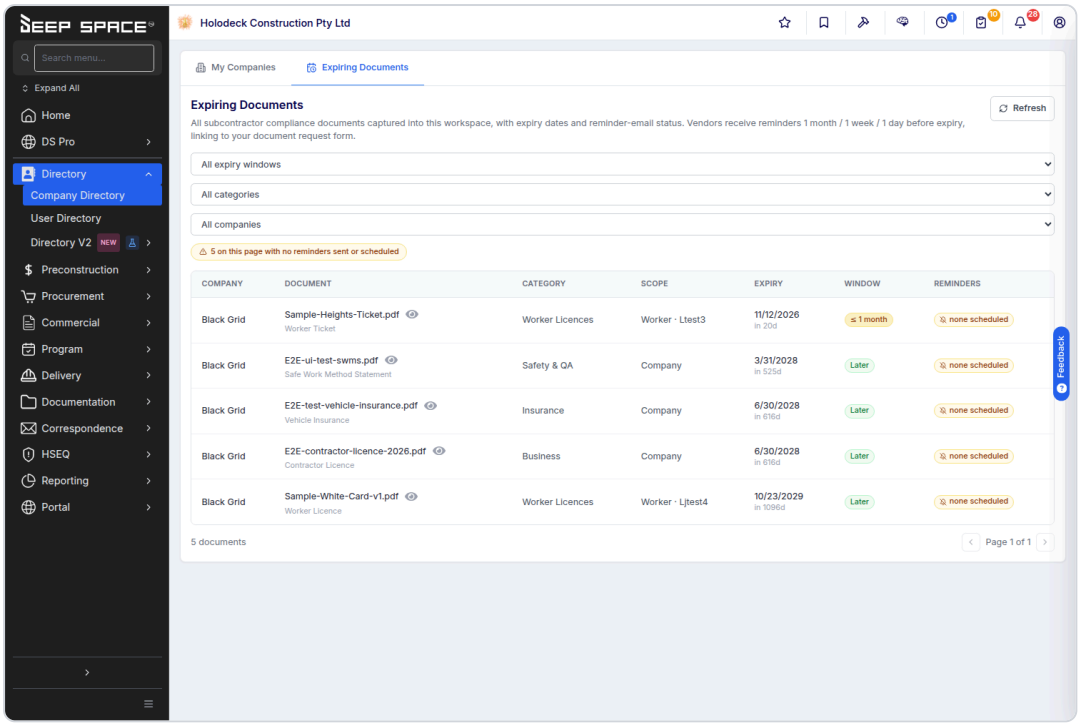


Figure 10 — Expiring Documents.

Archived companies

Archiving a company removes it from your active directory and cancels its pending reminder emails; archived companies get no further reminders.

7. Performance reviews

Performance and compliance are separate. The **Performance** tab records Time, Quality, Value for Money and Safety scores against a project. A poor or missing score does not make a company non-compliant, and ignoring a compliance check does not change its performance history.

8. Recommended routine

Who	What
Workspace administrator	Review induction forms, email wording, workflow reviewers and reminder settings after any DS Site form change. Audit ignored checks. Confirm every approval role still has active users.
Procurement / commercial	Read the warning's failed checks before continuing with a non-compliant company, and confirm it is the right verified directory record.
Induction reviewer	Review the whole submission and its attachments. Write rejection comments that say exactly what to fix. Approve only the induction for the company shown.
Compliance administrator	Filter to Non-Compliant and work through each failed check. Follow up Expiring Documents before they lapse. Treat Ignore as a documented exception.

9. Troubleshooting

Symptom	What to check
Send Induction isn't in the Actions menu	The company is a Subcontractor, Supplier, Subcontractor & Supplier or Consultant & Supplier; the DS Site integration is active; and at least one Company Induction Email is configured.
The wrong form or email appears	Company Settings › Induction Settings: check the email configuration is attached to the intended form.
Email sent but the company is still non-compliant	Sent is not Approved. Confirm the form was submitted and the approval completed.
No approval request appears	Confirm the submitted form is your configured company induction form and its ABN links to the company. Check the Company General Induction workflow is active.
The company didn't understand a rejection	Rejections need reviewer comments and the email includes them. Check the recipient email on the induction is current.
ABN / tax ID check fails	The company may be an internal `999900…` placeholder or an unverified duplicate. Link or merge it with the verified Global Company Directory record.
Document check fails unexpectedly	Open Compliance and check every tab, **including Workers**: one expired worker licence fails the check.
Documents from a form aren't on the company	Check the submitted business number matches the company. If the recipient replaced the prefilled number, the files are kept under the business name only and don't appear against the company or in Expiring Documents — contact support to relink them.
Reminder email links to the wrong form	Choose the right form under Document expiry reminder emails.
No reminders are being sent	Turn on Dynamic daily reminders, and check the company has a main contact email and the document has a future expiry date.
A purchase order or subcontract shows no warning	Company Settings › Commercial is set to Warn and allow, and the company is currently non-compliant.
Site Induction is set but compliance still fails	Site Induction is project/worker-specific. Company compliance needs an approved company induction.

10. Workspace setup checklist

- ☐ DS Site integration is connected and active.
- ☐ Company Induction Form configured, with ABN/tax ID and approval/status mappings.
- ☐ Company Induction Email configured and tested internally.

- ☐ CDE document metadata types created.
- ☐ Reminder form chosen and Dynamic daily reminders turned on.
- ☐ Active Company General Induction approval workflow, with every step resolving to an active reviewer.
- ☐ Commercial policy chosen (Warn and allow, or Allow without warning).
- ☐ Site Induction form chosen for each project that needs one (optional).
- ☐ A test company has completed send → submit → review → outcome, and its badge, filter, Compliance Rate and commercial warning agree.

11. Quick reference

Task	Where
Induction forms, emails, document handling, reminders	Company Settings › Induction Settings
Reviewers and approval steps	Delegation of Authority › Approval Workflows › Company General Induction
Non-compliant commitment behaviour	Company Settings › Commercial › Non-compliant supplier commitments
Project Site Induction form	Project Settings › Site Specific Forms
Send a company induction	Company Directory › company row › Actions › Send Induction
Review an induction	My Approvals or the notification › company › Induction
Inspect, override or upload compliance documents	Company Directory › company › Compliance
Find non-compliant companies	Company Directory › Compliance filter › Non-Compliant
Documents about to expire	Company Directory › Expiring Documents
Worker licences and tickets	Worker Document Compliance Guide

12. What changed in October 2026

Before	Now
Choose a storage mode: Company Documents and/or the supplier’s own workspace (shared back)	Always filed into your own Company Documents; the vendor-workspace mode is retired
Builders could edit documents in a supplier’s workspace	You edit and renew your own copy, in Company Directory › Compliance
Reminders always also went to the uploader	Dynamic daily reminders go to the company’s main contact
Worker documents only in Company Management	Worker documents count toward compliance and are managed in Horizon (Workers tab and User Directory)