Construction Workers Registration System

Frequently Asked Questions

1   General Questions

1.1   Why should CIC develop a new Construction Workers Registration System (CWRS)?

To promote a sustainable development of the Hong Kong's construction industry and to collect accurate data for planning the training programmes and manpower supply, CIC started to develop the CWRS in 2013. The new system aims to provide the industry with an automated and convenient platform to collect and manage the daily attendance records (DAR) of workers.

1.2   What are the objectives of developing CWRS?

- ➢ To gather the raw DAR and obtain a more accurate and reliable information for planning and analysis of manpower supply and training.
- ➢ To offer an advanced technology platform with higher transparency to replace the CRMS and Site Attendance Module Programme (SATM).
- ➢ To improve the workers registration service such as reducing the number of cards carried by workers, streamlining the collection and submission procedures of DAR and storing the latest 62 card tapping records in the new CWR card.

1.3   Can CWRS be connected to the sites using biometric authentication devices?

Although it is not a mandatory requirement for contractors to use biometric authentication, CWRS is able to connect to the biometric authentication devices as an additional feature.

The CIC card reading device will be equipped with various interface technologies such as USB, WIEGAND and RS232 in order to connect CWRS to biometric authentication devices. Information will be sent to the contractors' biometric authentication systems for verification after tapping and capturing the information in worker registration cards. With biometric information in the contractors' systems,

the biometric authentication can be used with CIC card reading device.

1.4 Which version of browser is suitable for Construction Workers Registration Gateway (CWRG)?
Internet Explorer version 10 and Chrome version 48.0 (or any later version) are recommended. Information as follows:

<u>Internet Explorer</u>
Click "About" on the page, select "About Internet Explorer" on the function menu to view the version number.

<u>Google Chrome</u>
Click the browser toolbar at the top right of the Chrome menu, select "About Google Chrome" to view the version number.

1.5 How to obtain the user manual of CWRS?
The user manual can be downloaded from CIC website www.cic.hk> Registration Services > Construction Workers Registration System. Instruction videos can also be found in the CIC channel on YouTube. For enquiries, please call us on 2100 9863 or send an e-mail to cwrs_helpdesk@cic.hk

1.6 What should the site administrators do if the card reading device shows that the worker's safety training course certificate (commonly known as "green card") has expired?
A yellow tick is showed in CIC DAR App if the worker's green card has expired. In compliance with the Factories and Industrial Undertaking Ordinance, workers must carry valid green cards in order to work at the construction site.

1.7 How to export workers' information and records of their trades?
Select workers' information, trade divisions, the contract and the start and expiry dates of worker registration in the "Selection Criteria". Select "Export" in the main menu of CWRG (https:\\cwrg.cic.hk) to export the information of the workers on the good list. If registration date has not been entered, the entire good list will be exported as a text file. More details can be found in the user manual.

1.8   What should the site administrative staff do if workers forget to tap their cards?
The site administrative staff can enter the DAR in the CWRG manually. Details can be found in the user manual. Same as the current procedure, workers must fill in the register of statements if he/she fails to present worker registration card at the construction site.

1.9   What should site administrative staff do if workers are unable to tap their cards due to system failure?
If the problem is related to the network instead of the card reading device, workers can tap the cards as usual. DAR can be uploaded to the CWRG after the network connection is resumed.

If the device is completely inoperable and no other device is available immediately, the site administrative staff can enter the DAR in the CWRG manually and make any necessary changes to the record before submission.

1.10 Will CIC continue to provide support to the contractors after the CWRS has been fully launched?
Please contact the CIC support hotline at 21009863 or e-mail to cwrs_helpdesk@cic.hk for enquiries related to the CWRS.

2   Construction Workers Registration System

2.1   What are the differences between SATM and CWRS?
Under CWRS, contractors can use Android devices with NFC function, download and install a free CIC DAR App to collect and submit DAR.

Contractors can also use the card reading device developed by CIC, with built-in CIC DAR App.

CWRS does not require contractors to use the SAM card or install SATM to verify and read the information in workers registration cards.

2.2 What are the new features of CWRS?
- ➢ To register and manage workers' in and out records through CIC DAR App.
- ➢ To provide CWRG to manage workers' DAR on a daily basis.
- ➢ Specially designed for the site environment and operation. To provide contractors with more choices of card reading devices, CIC has developed an Android card reading device, also known as "CIC device".
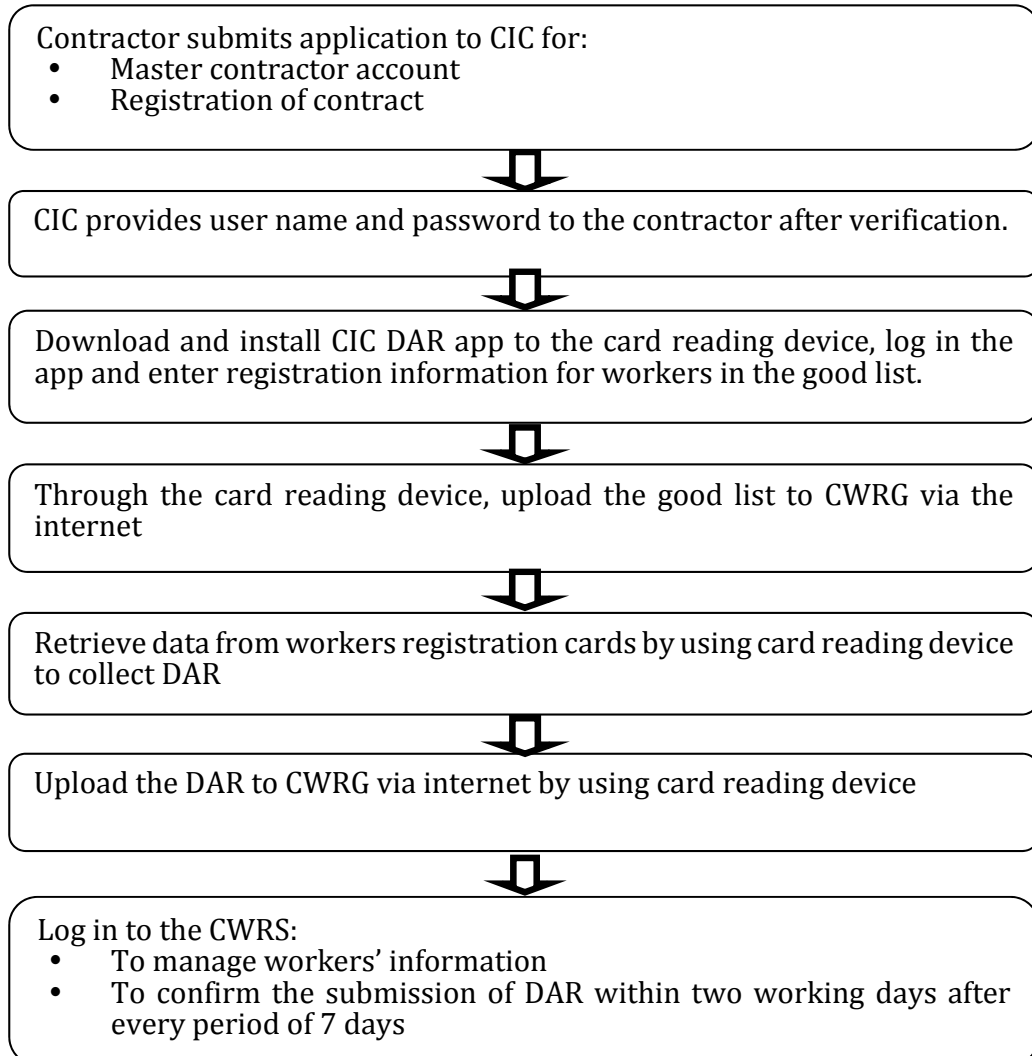
2.3 What are the advantages of the CWRS?
- ➢ To collect and submit DAR in a more efficient manner;
- ➢ To provide more buying choices of card reading devices;
- ➢ To handle daily operation and manage DAR through online system;
- ➢ To collect raw data of DAR;
- ➢ To streamline the registration procedure for the first entry workers;
- ➢ To allow workers to check information stored in registration cards;
- ➢ To streamline the registration procedure for the first entry workers;
- ➢ To allow workers to retrieve their data stored in the workers registration cards; and
- ➢ To store other construction-related qualifications/certificates to reduce the number of cards to be carried by workers.

2.4 Will the attendance be recorded and uploaded to CWRG if a white card is tapped?
Attendance will not be recorded by tapping a white card. However, if it is connected to the biometric data authentication system, the serial number of the white card will be sent to the system.

3 DAR and Its App

3.1 How to collect and submit DAR via the CWRS?

Contractor submits application to CIC for:
- Master contractor account
- Registration of contract

⬇

CIC provides user name and password to the contractor after verification.

⬇

Download and install CIC DAR app to the card reading device, log in the app and enter registration information for workers in the good list.

⬇

Through the card reading device, upload the good list to CWRG via the internet

⬇

Retrieve data from workers registration cards by using card reading device to collect DAR

⬇

Upload the DAR to CWRG via internet by using card reading device

⬇

Log in to the CWRS:
- To manage workers' information
- To confirm the submission of DAR within two working days after every period of 7 days

3.2 How to download the CIC DAR App?

A master administrator account will be created after completing the registration successfully. Contractors can download and install the CIC DAR App by logging into the CWRG.

3.3 How to upload the DAR to CWRS after capturing the records through the CIC DAR App?

In the CIC DAR App, DAR can be uploaded to CWRS manually and/or by automatic synchronization. Automatic synchronisation is set at about 04:00, 10:00, 16:00 and 22:00 daily. Contractors can also upload the DAR manually at any time.

3.4 How many DAR can be retrieved by workers directly from construction workers app?

After issuing new workers registration cards, workers will be able to check the latest 600 DAR from the construction workers app (including the latest 62 records stored in the cards and the remaining records to be retrieved from CWRS).

3.5 Is it required for workers to access the sites by tapping workers registration cards at any time of the day?

It is required. Attendance records of workers will be captured and uploaded to the CWRG through the CIC DAR App after tapping the cards. Contractors must submit DAR via CWRS within 2 working days after every period of 7 days upon the commencement of the construction contracts.

3.6 Is DAR successfully submitted to the CIC after uploading to CWRG?

The raw data of DAR will be uploaded to CWRS. To comply with the requirement of the ordinance, contractors must log into the CWRS to confirm whether the DAR have been successfully submitted to the CIC within 2 days after every period of 7 days. Before submitting the attendance records to the CIC, contractors can add or revise incorrect information if required.

3.7 Is it possible to revise the codes of trade divisions after submitting the DAR?

Contractors can make any changes before submitting the DAR, or cancel and revise the records for submission. Nonetheless, no changes can be made after the DAR has been successfully submitted or the submission deadline is over (i.e. 2 days after each 7-day period).

3.8 Can DAR continue to be submitted in Excel spreadsheet?

Contractors can continue submitting the DAR in Excel spreadsheet under the following circumstances:
- ➢ maintenance work to be carried out under a term contract for maintenance, of any specified structure owned by, or otherwise belonging to, a public body or a specified body;
- ➢ contract being exempted from installing card reading device; and
- ➢ during the period between submission and final approval for exemption from installing card reading device.

3.9 Will the system notify the site administrative staff if no DAR has been submitted?

E-mail alert will be sent to the site administrator and administrative staff at 9am on the 9th day of each period of submission.

3.10 Is the CIC DAR App applicable on iOS?

The NFC feature on iOS can only be used to pay by Apple Pay. Attendance records cannot be collected if CIC DAR App has no NFC feature. Hence, CIC DAR App is only available in Android system operation.

3.11 Can worker attendance records be still collected by the CIC DAR App if wireless internet access or 3G network are not provided at the construction site?

Without network coverage, the DAR can be collected and stored in the CIC DAR App in an offline mode until the records can be successfully uploaded to CWRS when network connection is available.

3.12 How to upload the registration information and attendance records of workers stored in the card reading devices?
Card reading devices connected to the network will automatically upload the good list (registered workers' information) and DAR to CWRS at a specified time to reduce the risk of data loss. Contractors can also upload the information by using the function in the CIC DAR App to synchronize the data when network connection is available.

3.13 Is it required to submit DAR when no workers on duty during the contract period?
It is required to submit DAR as stipulated in section 58(7) of the Construction Workers Registration Ordinance.

4 New Construction Workers Registration Card/Good List

4.1 When will the new workers registration cards be issued?
After the full implementation of CWRS, the new workers registration cards will be issued gradually starting from 2017.

4.2 What are the features of the new workers registration card?
- ➢ More information such as trade divisions and other construction-related qualifications can be stored to reduce the number of cards to be carried by workers.
- ➢ Workers' registration information is printed at the back of the cards. Information can also be retrieved from CIC website by scanning the QR codes.
- ➢ Workers are able to update their information stored in the chips of their cards at the CIC self-service kiosks;
- ➢ Workers can check the latest 600 attendance records (including the latest 62 records stored in the chips and other records in CWRS).
- ➢ Attendance records in the card can be retrieved via Android mobile devices with NFC function, CIC DAR App as well as from the self-service kiosks.

4.3   Can the biometric data of the cardholder be stored in chip of the new workers registration card?

To comply with the Guidance on Collection and Use of Biometric Data published by the Office of the Privacy Commissioner for Personal Data on 20 July 2015, it is not recommended to store both biometric information and personal data of an individual in the same smart card. Hence, the biometric data of the cardholders will not be stored in the new workers registration card.

4.4   Is it required to update the good list again after the renewal of worker registration card?

It is not required to update the good list since the worker registration numbers on the list will remain the same after renewal.

4.5   Will the registration number be changed if a new workers registration card is issued to replace a lost/ stolen card?

A unique registration number will be assigned to a worker. The serial number of a lost/stolen card will be recorded in the bad list.

4.6   Is the start and end dates of workers on the good list must be consistent with the start and end dates of a construction contract?

When a good list is created, the start and end dates of workers will be filled in automatically in accordance with the start and end dates of the construction contract. Nonetheless, contractors can alter the dates if required. The CWRS will only display the DAR during the contract period.

4.7   If a construction contract has been extended, is it required to modify the end date of workers in the good list?

It is required to modify the end date of all workers in the good list if the construction contract has been extended.

4.8 Will CIC DAR App capture attendance records if worker registration card is expired?

A red cross will be shown if an expired worker registration card is used and no attendance records can be captured by the CIC DAR App.

4.9 How many trade divisions can be entered by contractors for each worker in the good list?

Contractor can enter only one trade division which is the major task to be carried out by the worker during the specified period of time. Site administrator can enter different trade divisions for a worker at different times.

5 CIC Card Reading Device/Card Reading Devices Available on the Market

5.1 Apart from the CIC card reading device, can contractors use other devices available on the market?

In addition to the CIC card reading device, contractors can use Android devices available on the market which can support the CIC DAR App with the following requirements:

(i)   Android OS 4.4.2 to 7.0
(ii)   Support for Wi-Fi
(iii)   NFC (NXP chipset)
(iv)   GPS

A combination of various characteristics may affect the performance of the device. Hence, CIC will regularly select and test the commercial devices currently available and popular on the market. The list of devices compatible with the CWRS has been uploaded to www.cic.hk 🏠 > Registration Services > Construction Workers Registration System

5.2 How long a CIC card reading device can be operated after its battery is fully charged?

A CIC card reading device is operable for about 8 hours after its battery is fully charged, including 6 hours in sleep mode and 2 hours in work mode (i.e. collect DAR). The operating time is about 3 hours if the device is in work mode collecting DAR on a continuous basis.

5.3 Why the CIC card reading device getting warmer after using it for some time?
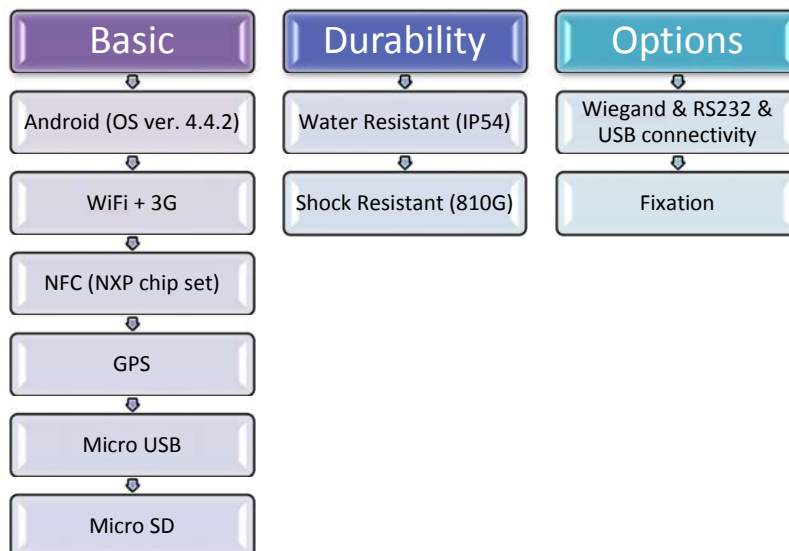
The device will get warm when using it for some time. In a normal situation, heat will release from the industrial-grade components such as the central processor.

5.4 What is the tapping speed of the CIC card reading device?

It takes about 1.4 to 1.8 seconds for the device to complete the process of reading and writing the attendance records.

5.5 What are the benefits of using the CIC card reading device?

➢ With built-in CIC DAR App;
➢ NFC is provided in the front face of the device, which make it easier to collect DAR;
➢ Suitable to be used at construction sites because of enhanced durability, including waterproof (IP54), resistance to shock (810G) and dustproof;
➢ Contains multiple data transmission interfaces for connecting with contractors' biometric authentication systems (Wiegand, RS232, USB); and
➢ A mounting kit is provided for installing at the access gates safely and securely.
➢ Summary list on the following page.

Basic	Durability	Options
Android (OS ver. 4.4.2)	Water Resistant (IP54)	Wiegand & RS232 & USB connectivity
WiFi + 3G	Shock Resistant (810G)	Fixation
NFC (NXP chip set)		
GPS		
Micro USB		
Micro SD		

5.6 Is 3G SIM data plan included in the rental of the CIC card reading device?

Network data plan is not included. The CIC card reading device connects to the network via Wi-Fi. Using 3G standard for data transmission is one of the options provided to contractors.

5.7 Is it required to switch on the GPS in the Android device in order to capture DAR?

It is required to switch on the GPS and NFC when using CIC DAR App. GPS and NFC are used to check the current location of the device on a regular basis and read the worker registration card for collecting DAR.

6 CWRG platform

6.1 Some workers tap their worker registration card show green tick from tapping device, but why did some workers' DAR not display in DAR submission page after device sync with CWRG?

All DAR being uploaded to CWRG would be checked. Only valid DAR can be displayed in DAR submission page. The following are the 2 main conditions for invalid DAR:
(i)   A new card without activation
(ii)   A void card
User can view invalid DAR from DAR\DAR for verification page of CWRG. Please note that those invalid DAR will not be showed after the submission period of DAR is submitted.

6.2 What is the function of good list conflict?

During synchronization, device updated good list will be uploaded and checked by CWRG. If the information is invalid, it will be moved to good list conflict table. The following are some examples of good list conflict:

(i)   Adding a worker into device good list which already existed in CWRG
(ii)   A worker trade is changed from C406 to C305 in CWRG. At the same time the worker trade is changed from C406 to C411 in a device.

User (Master admin) can observe the current good list worker information and re-decide the appropriate value from the good list conflict table.