

ISNetworkworld

Shell Contractor Meeting  
Houma, LA

3/24/09

The slide features a blue background with a grid pattern. It includes maps of North America, Europe, and Australia with yellow and green dots indicating project locations. A horizontal bar at the bottom contains the ISN logo and five small images: a landscape, a building at sunset, a bridge at night, an oil rig, and a tunnel.

## Agenda

- What is ISNetworkworld
- Owner Clients Utilization of ISNetworkworld
- Live Demonstration of ISNetworkworld
- Contractor Conformance of ISNetworkworld



# What is ISNetwork?

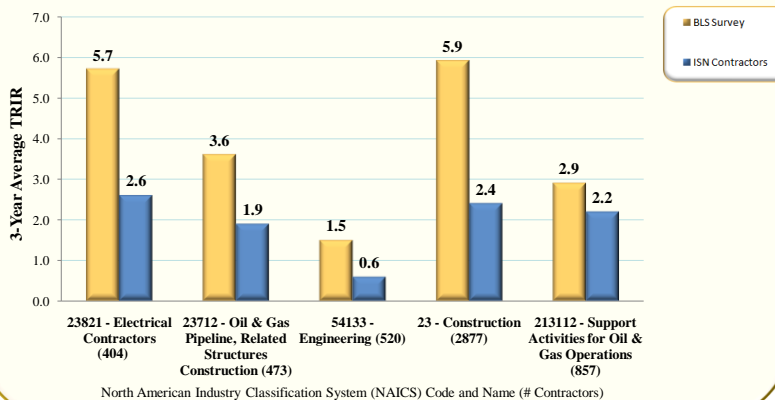
ISNetwork performs the following services  
to help Owner Clients reduce risk

1. Gathers and centralizes Contractor/Supplier information
2. Reviews, verifies and evaluates HSE, insurance and other information to regulatory Southern Union Gas standards
3. Identifies and monitors Contractors/Suppliers who meet Southern Union Gas criteria
4. Benchmarks and reports information in a user-friendly format



## Benchmarking ISNetwork Contractors/Suppliers Against BLS Industry Averages

**ISNetwork Contractors vs. BLS TRIR Rate Comparison**  
3 Year Average TRIR (2005-2007), Top 5 NAICS Codes



North American Industry Classification System (NAICS) Code and Name (# Contractors)

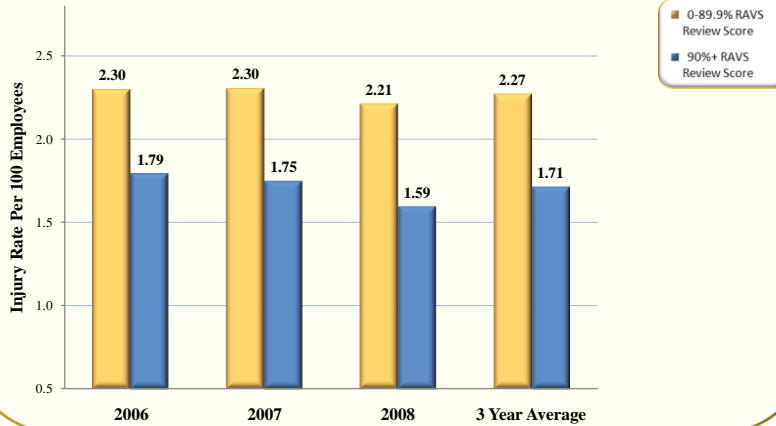
\*Bureau of Labor Statistics for 2005-2007: <http://www.bls.gov/iif/oshsum.htm>



# Contractors/Suppliers with RAVS compliant safety programs have 25% lower incident rates

## Total Recordable Incident Rate (TRIR) Comparison

Contractors with RAVS Safety Programs Score 90%+ vs. Contractors 0-89.9%  
Data from 8,944 Contractors - February 2009



## ISNetworld Process

### Self-Reported Information

**Joe's WELDING**



**Schlumberger**



### Levels of Information

- Company
- Project
- Individual

### Verified Information

#### ISNetworld Review & Verification Services (RAVS)

- Written Programs
- Accident/Incident Records
- EMR
- Workers Comp Clearance
- Training
- Insurance
- Citation/Prosecution Search



#### Owner Client

- Post Job Evaluation
- Field Feedback
- Working Relationship

#### 3rd Party (Data Providers)

- Training
- D&A and Background Checks
- Audits
- Operator Qualification (OQ)

### Customized Owner Client Grading



Chevron Status:  
A



Valero Status:  
B



Bristol-Myers Squibb Status:  
A - Prequalified



# Over 130 Owner Client Companies in ISNetworld

## UPSTREAM

- Apache Canada Ltd
- Badger Oil Corporation
- BG Canada
- BP Exploration (Alaska) Inc.
- BP - Gulf of Mexico Business Units
- Chevron Australia Pty.
- Chevron Canada Resources
- Chevron E&P Co. Gulf of Mexico
- Chevron MidContinent/Alaska Business Unit
- Connacher Oil & Gas Limited
- ConocoPhillips Alaska
- ConocoPhillips Canada
- ConocoPhillips Company (Lower 48)
- Devon Canada Corporation
- Devon Energy Corporation
- El Paso Exploration and Production Co.
- EnCana [Canadian Foothills]
- EnCana [Integrated Oil & Canadian Plains]
- Energy XXI
- EOG Resources Canada
- Fairborne Energy Ltd
- Hunt Oil Company
- Husky Energy
- Koch Mineral Services
- LLOG
- Mariner Energy Resources, Inc.
- McMoran Oil & Gas
- Nexen Inc. Canadian Oil & Gas Division
- Nexen Petroleum USA Inc.
- Nippon Oil Exploration U.S.A. Limited
- Noble Energy
- Oxy USA Inc./Occidental Permian Ltd.
- PetroQuest Energy LLC
- Plains Exploration and Production Company
- Repsol E&P USA Inc. and affiliates
- Seneca Resources Corporation

- Shell Exploration & Production
- St. Mary Land & Exploration
- StatoilHydro
- Stone Energy
- W&T Offshore
- Windsor Energy
- Woodside Energy (USA) Inc.
- XTO Energy.

## MIDSTREAM

- Alliance Pipeline
- Alyeska Pipeline Service Company
- Atmos Energy Corporation
- Aux Sable Liquid Products
- Belle Fourche Pipeline
- BP Pipelines & Logistics
- Bravo Pipeline Company
- Buckeye Partners, LP
- Centurion Pipeline L.P.
- Chevron Pipe Line Company
- Chief Gathering, LLC
- Colonial Pipeline
- ConocoPhillips Pipe Line Company
- Denbury Onshore, LLC
- Dow Pipeline
- Enbridge Natural Gas Business
- Enbridge Pipelines Inc.
- Energy Transfer Company
- EPCO Holdings, Inc.
- Explorer Pipeline
- ExxonMobil Pipeline Company
- Genesis Crude Oil
- Holly Energy Partners
- Keyera Energy
- Kinder Morgan
- Koch Pipeline Company- Corporate
- LDH Energy
- LOOP, LLC

- Magellan Midstream, LP
- Marathon Pipe Line LLC
- NuStar Energy, LP
- ONEOK Energy Companies
- ONEOK NGL
- Petrologistics Olefins, LLC
- Plains All American Pipeline
- Plains Midstream
- Praxair
- Ribost Terminal, LLC
- Shell Pipeline Co. LP
- Spectra Energy
- Source Gas
- Southern Union Gas
- Sunoco Logistics Partners, LP
- Targa Resources
- Tesoro Refining & Marketing Company
- TransCanada
- Williams
- Williams Gas Pipeline
- Wolverine Pipe Line Company

## DOWNSTREAM

- ALON USA Energy, Inc.
- Celanese
- Chevron Products Company
- Chevron Products Company, NAM, P&FO
- CITGO Petroleum Corporation
- ConocoPhillips
- ExxonMobil Lubricants & Petroleum Specialties Company
- Film Hills Resources
- HOVENS, LLC
- Lyondell-Equistar
- NCR/Jayhawk Pipeline
- Shell Energy Canada
- Sinclair Oil Corporation
- Sunoco, Inc.

- Terra Industries
- TOTAL Petrochemicals
- Valero

## ENVIRONMENTAL

- Chevron EMC

## POWER GENERATION

- Covanta Energy

## MINING

- Chevron Mining
- Potash Corporation of Saskatchewan, Inc
- Teck Coal Ltd.

## BIOPHARMA

- Amgen
- Biogen Idec
- Bristol-Myers Squibb
- Schering-Plough
- Wyeth
- ZymoGenetics

## STEEL

- ArcelorMittal
- Nucor Steel
- U.S. Steel

## WOOD/CONSUMER

### PRODUCTS

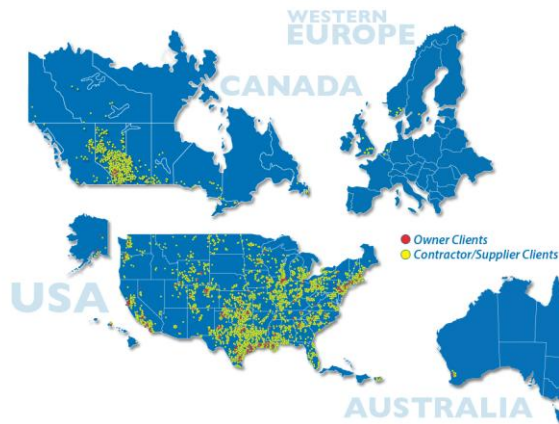
- Georgia-Pacific
- Weyerhaeuser

### FACILITIES MGMT.

- Chevron Business Real Estate Services
- ConocoPhillips Services
- Jones Lang Lasalle



# Over 17,500 Contractors/Suppliers Use ISNetworld



# Compliance Checklist

**How to Become Compliant and Beyond in ISNetwork – USA**

**Step 1: Complete a SCQ-V Training**

- Contact the ISNetwork Customer Service Team to schedule and complete a SCQ-V Training: 800-976-1303 or [customerservice@isnetwork.com](mailto:customerservice@isnetwork.com)

**Step 2: Populate the Dashboard**

- Upload Company Logo
- Populate Company Description
- Select Types of Work
- Select Industry Classifications
- Enter All Other Locations
- Select Geography Served

**Step 3: Submit Company Information**

- Complete the SCQ-V Questionnaire
- Enter disclosure incidents in SmartLog to create OSHA Logs (not required)
- Submit OSHA Logs for the past three years
- Submit EMR Letters for the past three years

**Submit the following information only if applicable:**

- Submit Insurance (if applicable)
- Submit Contracting Licenses (if applicable)
- Submit Contract Agreements (if applicable)
- Submit Rate Sheets (if applicable)
- Submit Other Recognized Certifications (if applicable)
- Submit Owner Client Specific Documents (if applicable)
- Submit Financial Data information (if applicable)
- Submit Site Tracker information (if applicable)

**Step 4: Complete a RAVS Training and Submit RAVS Information**

- Contact the ISNetwork Customer Service Team to schedule and complete a RAVS Training
- Submit OSHA Logs and EMR letters for review
- Complete the Safety Program Self-Review
- Submit Safety Programs for review by mail or upload
- Submit T-RAVS documents for review (if applicable)

**Step 5: After the RAVS Review is Complete, Address Discrepancies**

- Address OSHA/EMR Discrepancies
- Review and resubmit any safety programs that do not have 100% RAVS Review Scores
- Resubmit any T-RAVS notations that were not accepted (if applicable)

**Step 6: Populate the Personnel tab (if applicable)**

- Enter employee information
- Upload employee photos

**Step 7: Complete an OQ Training (if applicable)**

- Contact the ISNetwork Customer Service Team to schedule and complete an OQ Training

**Step 8: Complete Training Manager Training and Enter In-House Training Information (May Not Be Required)**

- Contact the ISNetwork Customer Service Team to schedule and complete a Training Manager Training
- Setup the building blocks
- Setup Requirements
- Schedule Courses
- Allow Owner Clients to view training

**Step 9: Keep the Subscription Updated**

- Keep company contact information updated
- Login every quarter to answer SCQ-V questions
- Submit new OSHA Logs and EMR Letters yearly
- Submit new insurance certificates when they expire

Questions? Contact the ISNetwork Customer Service Team at 800-976-1303 or [customerservice@isnetwork.com](mailto:customerservice@isnetwork.com)



# ISNetwork Video Tutorials

The screenshot shows the 'My Company' dashboard with a top navigation bar containing 'Company', 'Personnel', 'Training Manager', and 'QuickCheck™'. The main content area includes several sections:

- ISNetwork Contact Information:** Lists technical support contact details including email, toll-free, and main/fax numbers.
- ISNetwork Written User Instructions:** A link to user guides.
- ISNetwork Video Tutorials:** A section with icons for 'Welcome Page', 'Company', 'Personnel', 'Training Manager', 'Quick Check', and 'Admin'.
- ISNetwork Compatibility Test:** A section with a question mark icon and a link to 'Run ISNetwork Compatibility Test'.
- ISNetwork Contractor Quick Links:** A section with links for 'ISNetwork Login', 'ISNetwork ID Cards', 'ISNetwork Stickers', and 'Template Letters'.

- Available on the Help Tab
- Step-by-Step Instructions:
  - ✓ SCQ-V
  - ✓ Document Submittal
  - ✓ RAVS
  - ✓ SmartLog
  - ✓ Dashboard
  - ✓ Training Manager



## ISNetwork Contractor Key Benefits

- **SCQ-V (Standardized Contractor Questionnaire – Verified)**
  - Allows contractors to fill out ONE questionnaire for use by all Owner Clients
- **Automated Email Reminders**
  - Contractors receive email reminders prior to Insurance and other time-sensitive information expiring
- **RAVS**
  - Review of written safety programs
- **SmartLog**
  - Allows contractors to enter and track OSHA recordable incidences as they occur throughout the year
  - Contractors are able to generate and easily print form 301, 300 log and 300A summaries
- **In-House Training Manager with ID Cards**
  - Allows contractors to track and report employee training records in an efficient and systematic manner and make available to Owner Clients
  - Membership includes free ISNetwork photo ID cards for In-House training verification purposes
- **Employee Evaluation Tool**
  - Allows contractors to track and manage employee performance evaluations
- **Overall**
  - Currently 17,500 contractors in North America and abroad use ISNetwork
  - Exposure to over 130 Owner Clients in North America



## Contractor Customer Care

- Dedicated Contractor Customer Service Team
- Unlimited Help Desk Support – (214) 303-4900, (800) 976-1303
- Email: [customerservice@isnetwork.com](mailto:customerservice@isnetwork.com)
- Conduct telephone and on-line training to setup and train contractors
- Follow-up calls to check on progress
- Regional Contractor Users Group Meetings



# ISNetwork

## Questions and Comments



ISNetwork

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A world map with a blue background and a grid of small blue squares. The map is overlaid with numerous yellow location markers, primarily concentrated in North America and Europe. The text 'ISNetwork' is displayed in large white font. Below it, the text 'Shell Contractor Meeting' and 'Houma, LA' is shown. The date '3/24/09' is also present. At the bottom, there is a row of six small images: the ISN logo, a landscape with mountains, a sunset over a building, an industrial facility, an oil rig, and a pipeline.