

Nalcor Energy

VENDOR BULLETIN

As part of our commitment to safety, and to enhance and streamline our contractor data management processes, Nalcor Energy and its subsidiaries are now utilizing an online contractor and supplier management platform, called ISNetworld.

Any contractor bidding on “high risk” work for Nalcor or its subsidiaries are required to subscribe to ISNetworld by June 1, 2021 .

The ISNetworld system will:

- ensure companies doing business with us are compliant with our safety and health standards and policies,
- help track contractor safety and health performance, and
- ensure all safety and health regulatory requirements are met.

What are the benefits to you?

Many companies are already registered with ISNetworld. This system provides contractors the ability to manage their safety information within their ISNetworld subscription. The third-party provider of ISNetworld, ISN, will work with contractors to provide information in order to verify and evaluate each contractor based on Nalcor’s criteria.

Through ISNetworld, Nalcor and subsidiaries will be able to maintain a list of contractors that meet all the required safety and health criteria. Implementing this new process will provide a more effective, efficient and timely contractor selection and procurement process, while also helping meet regulatory compliance and safety qualification requirements.

What types of work does this apply to?

Examples of high risk work can be found on page 2.

How can you learn more and get subscribed?

A guide to subscribing can be found below. ISN will also help facilitate the subscription process. Contractors who are subscribed will be offered orientations to the new system.

What information do you provide?

Signing up requires your company to submit the following information to ISNetworld:

- Company profile
- Health, Safety and Environmental (HSE) questionnaire
- HSE programs
- Document Submittal: Certificate of Insurance, Workers’ Compensation Premium Rate Statement(s) and Account Status
- Nalcor specific requirements (e.g. drug & alcohol policy, contractor handbook)

Is there a cost?

If your company is new to ISNetworld, there is a fee to subscribe and additional information can be provided by ISN. If you already subscribe, there is no additional fee, however contractors must review all the criteria required by Nalcor and subsidiaries to ensure they meet the requirements.

IMPORTANT REMINDER:

REGISTER NOW!

The process will take time to complete.

Start yours early to ensure it is completed in time to be eligible to bid. In order to be awarded in the Nalcor supplier selection process, your company’s subscription must be in place and all required data for any contract involving “high risk” work posted by June 1, 2021.

FOR ASSISTANCE:

For more details about ISNetworld, contact ISN Customer Service at (800) 976-1303 or visit their website at www.isn.com.



For other questions about Nalcor’s online contractor management system, please email csmp_inquiries@nalcorenergy.com

EXAMPLES OF WORK CONSIDERED HIGH RISK ACTIVITY

- Work in hazardous atmospheres
- Transmission & distribution construction and repair
- Work protection code
- Confined space
- Hot work (welding, cutting, brazing)
- Energized lines
- Excavation and digging
- Working above or around water
- Abatement (lead/asbestos)
- Working at heights
- Boiler repair & maintenance
- Chemical and process cleaning
- Demolition
- Electricians and instrumentation technicians
- Engineering construction
- Environmental remediation
- Equipment and process maintenance, installation and/or inspection
- Facilities maintenance (HVAC, ammonia, refrigeration, etc)
- Fire suppression services inspection and maintenance
- Hazardous waste handling and/or transport
- Heavy equipment operations and towing
- High pressure piping (hydraulic) maintenance and installation
- Maintenance, construction, and demolition contractors
- Industrial painting contractor (spray painting/scaffolding)
- Power industrial vehicles (PIV) maintenance
- Roofing
- Sanitary waste removal service
- Steam systems maintenance and installation
- Mechanical/pipe fitting
- Major lifting and hoisting work
- Work involving blasting or use of explosives.
- Vegetation control
- Use of aircraft and helicopters
- Work underground
- Storm restoration and remediation
- Work underwater
- Traffic control
- Vacuum truck and pressure washing services
- Nondestructive testing
- Overhead doors inspection and maintenance
- Crane inspections and maintenance

Contractor and Supplier Benefits

ISNetworkworld’s tools and services can help improve workplace safety for contractors and suppliers around the globe.

Ensuring proper conformance and maintaining up-to-date credentials is essential, but not always simple. ISNetworkworld cuts through the complexity, allowing your company’s record to speak for itself. Join tens of thousands of contractors and suppliers who are taking advantage of the benefits of using ISNetworkworld.

Market Your Company

Your ISNetworkworld account provides marketing exposure to nearly 650 Hiring Clients across more than 25 industries.

Reduce Administrative Work

ISNetworkworld helps streamline the qualification process, allowing you to submit information for all Hiring Clients in one, centralized location.

Drive Improvement

Partner with ISN’s Health & Safety professionals to assess the implementation of your health, safety and environmental (HSE) and quality programs. In addition, ISN’s data-driven publications and reporting tools help you benchmark performance against your peers over time.

Stay Informed

Receive important updates from your Hiring Clients about new or changing requirements as well as email reminders to help keep your account up-to-date.

Network

ISN hosts virtual and in-person events with our customers each year to provide training best practices and networking opportunities.

Learn

Streamline your employee’s training process by completing Hiring Client administered orientations/inductions within your ISNetworkworld account and take advantage of our Learning Management System (LMS) which provides complimentary* online training from approved third-party providers.

Receive Support

In addition to Help Guides, live webinars and on-demand videos, ISN’s Customer Service Team works with you to answer your questions and help you receive the full benefits of ISNetworkworld.

WHAT THE TOOLS AND SERVICES DO FOR YOU:

Professional Reviews

ISN’s group of health, safety, insurance and risk management professionals** review your self-reported information. This can help you meet regulatory and Hiring Client requirements and identify gaps.

- Written HSEQ Programs
- Training Documents
- Insurance
- Workers’ Compensation Rate Statements
- COR/SECOR/SMA Certifications
- Contractor Licenses & Certifications

Data Integration

ISNetworkworld connects with third-party companies to deliver data directly into your company’s account. These are data points that can be shared with your Hiring Clients. ISN also provides complimentary ISN-ID cards to manage individual and company level qualifications.

- Training
- Workers’ Compensation Account Status
- Background Checks
- Financial Score
- Operator Qualifications
- Drug & Alcohol Information

Helpful Tools

Reduce duplicative work internally as you qualify for work with your Hiring Client partners and use tools that help simplify the process and showcase your company’s expertise.

- On-Demand Training Courses
- Insurance Agent/Broker Tool
- Training Manager
- Company Profile
- Questionnaire
- Job Bid Tool
- Cybersecurity

*Usage allotment is based on contractor subscription tier size. **ISN RAVS (Review and Verification Services) Team



Quick Start Guide to ISNetwork

To begin the subscription process, please reference the step-by-step checklist below. Please complete and maintain steps 1-5 below to be in compliance with your Hiring Client's ISNetwork requirements.

If you are a current subscriber, please follow steps 3-5.



1. To subscribe to ISNetwork, go to www.isn.com and click on the "Sign Up" button at the top of the page.



2. Remit payment to ISN to begin your company's subscription. Please reference your invoice for the payment options and instructions. Once payment is received, ISN will send you an email with login credentials.



3. Log in to ISNetwork to complete an initial training to review your Hiring Client's requirements and learn how to navigate the system.



4. Complete all of your Hiring Client's requirements.



5. If you need assistance with your ISNetwork account, please contact the ISN Customer Service Team:

Chat

- Go to www.isn.com
- Select Contact Us
- Select Chat With Us

Phone

Main: +1 (214) 303 4900
US & Canada: (800) 976 1303

Submit a Request

- Go to www.isn.com
- Select Contact Us
- Select Submit a Request

The ISN Customer Service Team is available 24 hours a day during the business week.



Important Note: Your Hiring Client and ISN do not and will not provide any details or information about your ISNetwork account to outside third parties, nor do we endorse or recommend any consulting firm in the marketplace.

If you receive an unsolicited business call from a third-party safety consulting business, please take the following steps:

1. Ask for the caller's name, company name and phone number.
2. Note the date and time of the call.
3. Ask the caller how they received your company's name and contact information.
4. Ask to be placed on the company's "Do Not Call" list.
5. You can bring the unsolicited call or email to ISN's attention by contacting our team via chat, phone, or submit a request.

CONTRACTOR FREQUENTLY ASKED QUESTIONS

1. Why can't we continue to provide information the way we have in the past?

In an effort to streamline and improve its Health and Safety compliance and contractor management processes, Nalcor is utilizing ISNetworld and is requiring its contractors to subscribe. This management tool has become increasingly common in several industries to manage companies' record-keeping needs and improve reporting.

2. Why does the contractor have to pay?

This shares the cost of conformance record-keeping with contractors. One subscription fee lets contractors work with an unlimited number of clients, among other benefits (see *Question 5*).

3. We only do a small amount of work for Nalcor. Do we have to subscribe?

Yes, Nalcor considered a number of factors (including risk and amount of work performed) in determining which contractors need to complete these requirements.

4. Do other crown corporations require ISN?

Yes, other crown corporations and peers such as NB Power, Nova Scotia Power, Ontario Power Generation, and SaskPower require an ISN subscription. You can view all ISN Hiring Clients at <https://www.isnetworld.com/en/our-customers/hiring-clients>.

5. What benefits are included with my subscription?

Key benefits include the ability to market your company, reduced administrative work, inclusive subscription that allows you to connect and work with multiple clients, and networking by attending virtual and in-person events. (See *Contractor and Supplier Benefits* section for more.)

6. Who is going to train me on using the system?

ISN has a team dedicated to training and answering contractors' questions. ISN provides unlimited help desk support at no cost – live customer service associates are available 24 hours a day from 7:30pm Sunday to 8:30pm Friday Newfoundland Time. Additional support is also available outside of these hours.

7. How long will the training and set-up take and what does it involve?

Once your payment is processed by ISN, you will receive login information. Upon login, step-by-step instructions will pop-up showing you how to navigate and complete items within your company's account. Additionally, there will be navigation videos and FAQs about requirements readily available for your company to reference at any time. The time necessary to complete the ISNetworld process in its entirety may vary based on the information that is readily available.

8. How do I contact ISN?

ISN can be contacted by phone at 1-800-976-1303 or online at www.isnetworld.com/en/contact-us

9. How do I establish my subscription?

You can start registration online by going to www.isnetworld.com and clicking on "Sign Up." You may also contact ISN at 1-800-976-1303 to establish your company's subscription.