

ISN Requirements

Contractor Frequently Asked Questions



Q1: Why can't we continue to provide the information the way we have in the past?

Hydro is making a number of moves in its continuing effort to improve its Health, Safety and Conformance programs. Hydro has identified several advantages to using ISNetworld and is requiring its contractors to subscribe. This management tool has become increasingly utilized in a number of industries in North America. More than 650 organizations (clients) and over 75,000 contractors are using ISNetworld to manage record keeping, reduce internal administration costs and improve reporting.

Q2: Why does the contractor have to pay?

Hydro believes it is fair to share the cost of conformance record keeping with its contractors. One subscription fee lets contractors work with an unlimited number of clients (there are over 650 clients who use ISNetworld today). There are a number of other benefits an ISNetworld subscription offers to contractors with an ISNetworld subscription. See Question 5.

Q3: We only do a small amount of work for Hydro. Do we have to subscribe to ISN?

Yes, if specified in the invitation to bid. Hydro looked at a number of factors (including risk and amount of work performed) in determining which contractors need to complete these requirements.

Q4: 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 ISN. You can view all ISN Hiring Clients at <https://www.isnetworld.com/en/our-customers/hiring-clients>.

Q5: What benefits are included with my subscription?

Key benefits include the ability to market your company, reduced administration, inclusive subscription that allows you to connect and work with multiple clients,

and networking by attending virtual and in-person events. More benefits are available at www.isnetworld.com.

Q6: 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 7:30 pm NT (5:00 pm CT) Sunday to 8:30 pm NT (6:00 pm CT) Friday. Additional support is available outside of these hours.

Q7: How long will the training and set-up take and what does it involve?

After payment is processed by ISN, you will receive login information. Upon login you will have step by step instructions 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.

Q8: How do I contact ISN?

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

Q9: How do I establish my subscription?

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

Q10: What are Hydro's ISNetworld requirements?

Hydro utilizes ISN to qualify contractors for work scopes it considers high risk. If applicable, the ISN requirements are outlined in each invitation to bid.

Generally, there are two requirements:

1. Bidder must be registered with ISN at the time of bid and include their ISN registration certificate with their bid submission.

- Bidders must achieve a “B” grade or higher in ISN within the specified number of days after bid close and maintain the grade for the duration of the contract. The number of days after bid close will vary for each contract.

The amount of time and effort required for a company to obtain a B grade in ISN will depend on a number of factors, including the availability of documentation and the content of the bidder’s Safety Management System.

The following are verified or evaluated in ISN:

#	Document	Purpose
1.	HSE Pre-Qualification Questionnaire	Graded Component
2.	Safety Statistics	Graded Component
3.	Written Programs	Graded Component
4.	Safety Policy Requirements	Basic Requirement
5.	WorkplaceNL Annual Prime Schedule	Graded Component
6.	WorkPlaceNL Account Standing	Basic Requirement
7.	Insurance Documents	Basic Requirement
8.	Acknowledgement of Hydro Contractor Manual	Basic Requirement
9.	Acknowledgement of Hydro’s Drug and Alcohol Policy	Basic Requirement

Q11: What is High Risk Work?

The following are considered high risk work scopes (subject to change, as necessary):

Work in hazardous atmospheres	Equipment installation, maintenance, and intrusive inspection
Transmission & Distribution Construction and repair	Facility maintenance (HVAC, Ammonia, Refrigeration, etc)
Work requiring Work Protection Code	Fire suppression services inspection and maintenance
Work in a Confined Space	Hazardous waste handling and/or transport (excluding public roadways)
Hot Work (welding, cutting, brazing)	Heavy equipment operations and towing (excluding public roadways)
Working on or around Energized Lines and equipment	High Pressure Piping (Hydraulic) Maintenance and Installation
Excavation and digging	Industrial Painting Contractor (spray painting/scaffolding)
Working above or around water	On Site Power Industrial Vehicles (PIV) Maintenance
Abatement (lead, asbestos, etc)	Roofing
Working at heights	Sanitary waste removal service
Boiler repair & maintenance	Steam Systems Maintenance and Installation
Chemical and process cleaning	Mechanical/ Pipe Fitting
Demolition	Major lifting and hoisting work
Construction projects	Work involving blasting or use of explosives.
Environmental remediation	Vegetation control
Vacuum truck and pressure washing services	Work underground
Nondestructive testing involving ionizing radiation	Work Underwater
Overhead doors inspection and maintenance.	Work requiring Traffic Control
Crane inspections and maintenance.	Work in remote areas

Q12: What will be the cost for my company to register with ISN?

Contractors and suppliers pay an annual subscription fee per country based on the number of employees in the company. Employee count is based on the three-year average. An additional set up fee is required for the first year. More information regarding subscription costs can be found at:

www.isnetworld.com/en/faqs

Q13: Can I bid on work with Hydro prior to registering with ISN?

The tender documentation posted to the online portal will specify if ISN registration is necessary in order for a bid to be considered. Low risk work scopes will not require an ISN registration.

Q14: What happens if I do not register with ISN and bid on a work scope which required it?

All requirements specified in the invitation to bid must be met, otherwise the bid will be rejected.

Q15: Who should I contact if I have questions about the process?

NL Hydro requirements: csmp_inquiries@nlh.nl.ca

ISN registration, account status, etc. Contact ISN at (800) 976-1303 to establish your company's subscription or visit www.isnetworld.com

Q16: Are subcontractors required to be registered and evaluated in ISN?

No, ISN requirements do not apply to subcontractors at this time. The qualification criteria for subcontractors is specified in the invitation to bid.