ISN Overview

February 2023

isn.com

About ISN & Your Company Profile

ISN's Process

1. CONTRACTOR

Enters Company, Project/Site and Employee-Level Data

KNOX
CONSTRUCTION

2. ISN

Reviews and Verifies Key Data via RAVS* and 3rd Parties

RAVS, including:
- Written Programs
- Implementation Assessments (RAVS Plus)
- Incident Records & Citations
- Company Licenses
- Insurance & Workers' Comp

3rd Party, including:
- On-Site Inspections
- D&A & Background Checks (TPS Alert)
- Training & Operator Qualifications
- Financial Risk
- Transportation Company Data

3. HIRING CLIENT

Inputs Contractor Feedback and Monitors Compliance
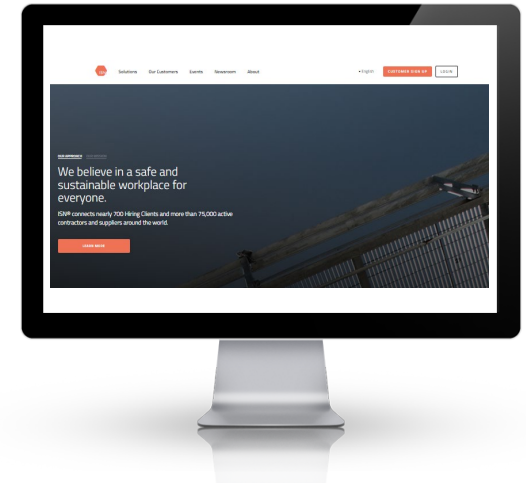
ISN PROVIDES: Real-time Contractor Scorecard   •   Contractor Support   •   Data Analysis, Benchmarking and Best Practice Sharing

*Review and Verification Services by ISN's HSEQ , Insurance & Risk Management Team

ISN in Numbers

700+
Hiring Clients Worldwide

75,000+
Active Contractors/Suppliers*

*Includes:

15,000+
Diverse Contractors/
Suppliers

24,000+
Small Contractors/
Suppliers**

85+
Countries with ISN
Customers

1,800+
Years of HSEQ, Data Science and
Insurance/Risk Management Experience

35+
Languages Spoken

560+
Employees in 13 regional offices

Dallas (HQ), Los Angeles, New York, Midland, Mexico City, Calgary,
Toronto, Montreal, London, Perth, Sydney, Auckland, Dubai

CAMPBELL INSTITUTE™ Member

DNV — QUALITY SYSTEM CERTIFICATION — ISO 9001

ISO 27001 CERTIFIED — A-LIGN

ICSS — CERTIFIED CUSTOMER SERVICE ORGANIZATION

**Companies with 9 or fewer employees

700+ Hiring Clients use ISNetworld

30+ INDUSTRIES

- Aerospace
- Agriculture
- Automotive
- Beverage
- Building Products
- Chemicals & Coatings
- Communications
- Consumer Goods
- Defense

- Exploration & Production
- Facilities Management
- Fertilizer Products
- Food
- Higher Education
- Manufacturing
- Midstream, Pipelines & Terminals
- Mining
- Paper & Packaging

- Pharmaceutical & Healthcare
- Public Sector & Government
- Retail
- Refining
- Renewable Energy
- Steel & Metals
- Technology
- Transportation
- Utilities, Power Generation & Distribution

Viewing ISN Hiring Clients

Connecting with Hiring Clients

CONTRACTOR

HIRING CLIENT

Contact ISN to discuss how to be added to a specific Hiring Client's vendor list

ISN submits the request on the Contractor's behalf

Hiring Client responds to the request
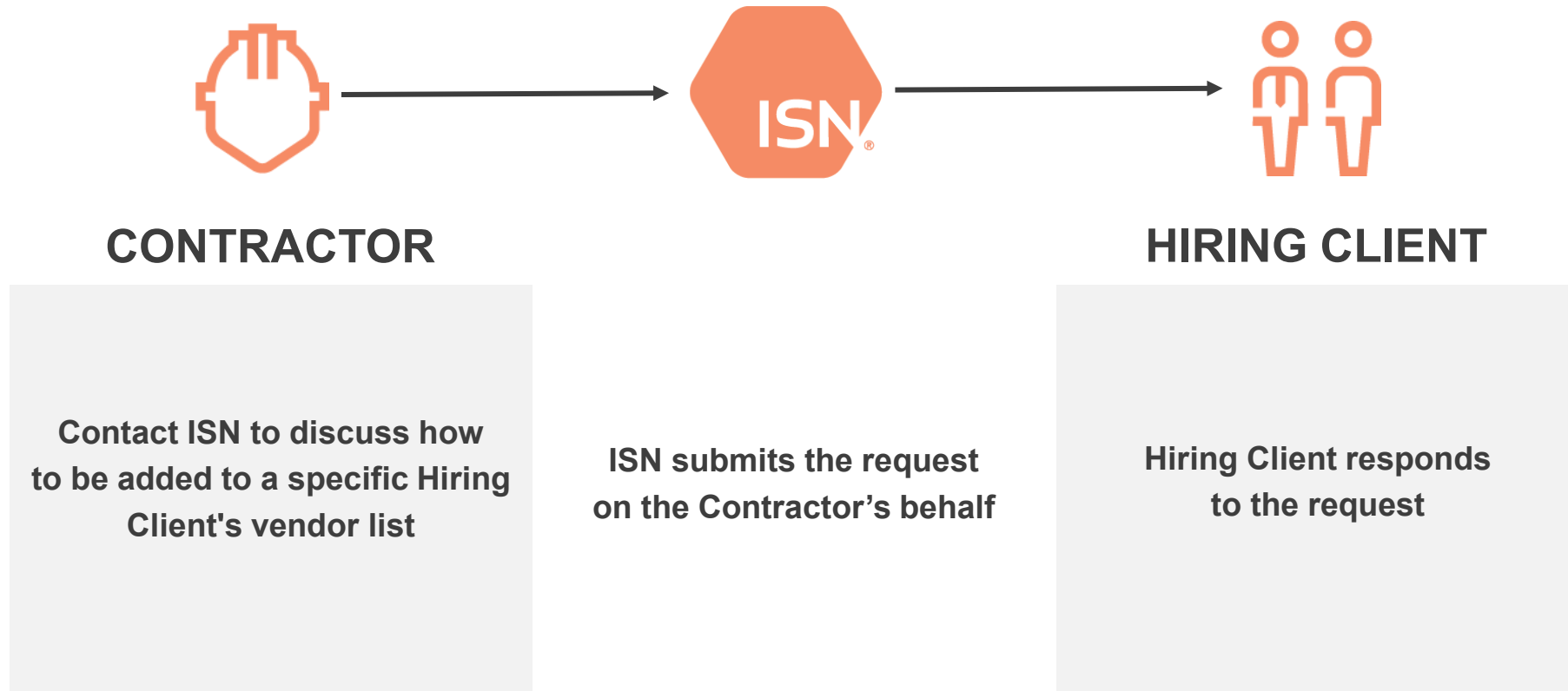
Have your Hiring Client's contact information (email and phone number) and work location available for the ISN Customer Service team to submit the connection request on your behalf.

Promoting Your Company & Keeping Your ISNetworld Account Up-to-Date

Reduce Administrative Work

ISNetworld helps contractors and suppliers reduce duplicative processes of qualifying and maintaining compliance with each, individual Hiring Client.

Receive Support

Certified health, safety, and insurance professionals are available to help guide customers through regulatory requirements and the qualification process.

Stay Informed

Receive important updates from connected Hiring Clients about new or changing requirements and important compliance deadlines as well as email reminders to help keep accounts up to date.

Update Key Information

Enhance your Company Profile with logos, company descriptions, contact information, and office locations. Add member logo to company marketing materials to show membership to ISNetworld.
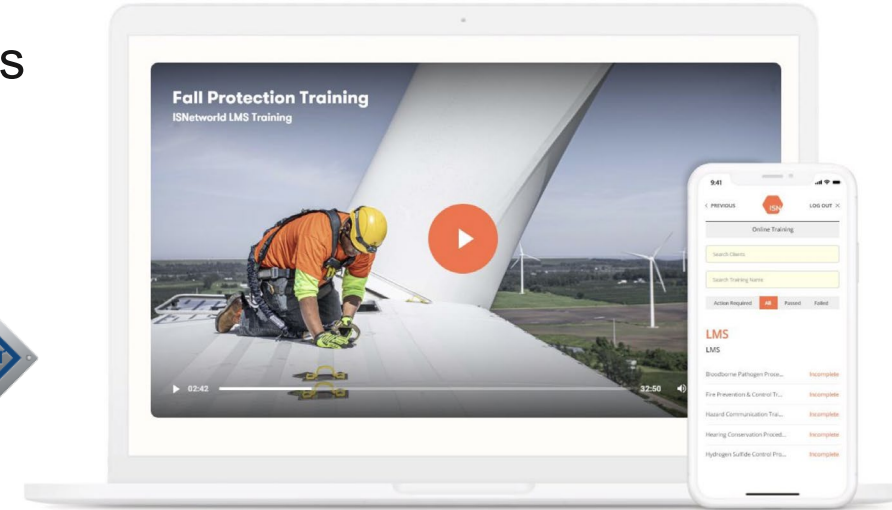
Additional Benefits Review

1. Learning Management System (LMS)

2. Incident Management Tool (IMT)

3. Contractor CultureSight

4. Empower

Learning Management System (LMS)

ISN's LMS Platform provides complimentary* high-quality, computer-based training material to our Contractor customers in order to satisfy training needs and Hiring Client requirements
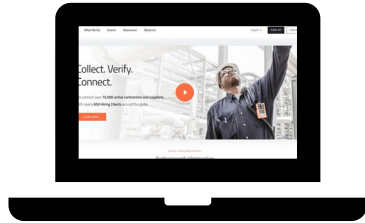
150+ Training Options Including:

1. Marine Trash & Debris
2. Hazard Communication
3. Fall Protection
4. Personal Protective Equipment
5. Coronavirus Preparedness
6. Hand & Power Tool Safety
7. Fire Extinguisher Safety
8. Aerial & Scissor Lift
9. Bloodborne Pathogens
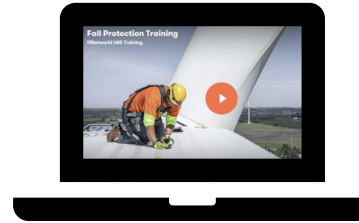10. First Aid

LMS – How it Works
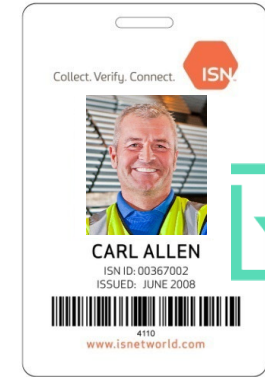
Admin

Assign LMS Training

Field Users

Complete training through ISNetworld

Training Records

Immediately Available in ISNetworld

LMS Benefits
1. Provides High-Quality Computer Based Training
2. Automatically ties to Employee Training Qualification (TQ)
3. Increases Compliance

Incident Management Tool (IMT)

Incident Management Tool
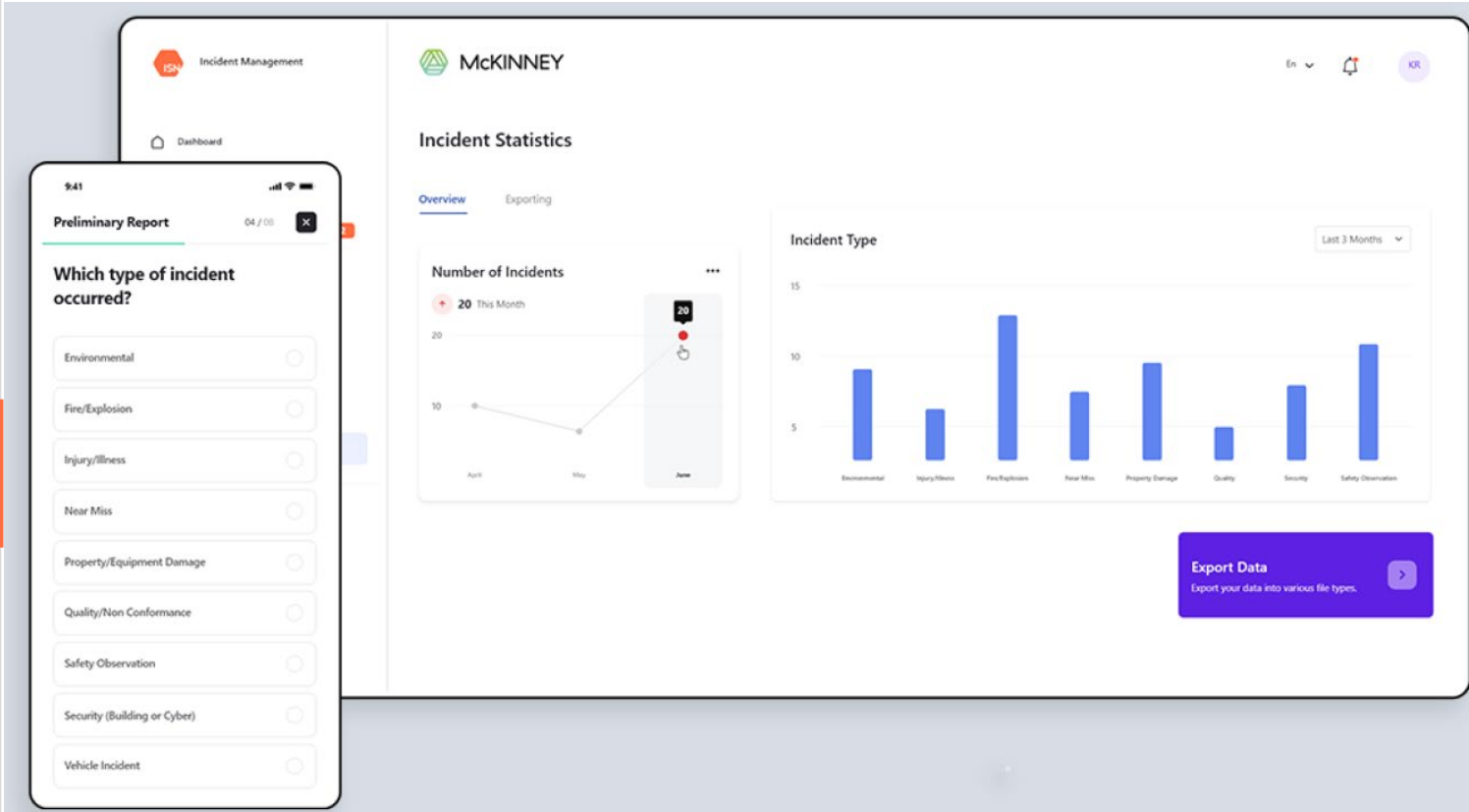
KEY FEATURES

Mobile friendly

Audit trail to track changes

Live dashboards and reporting

Collaboration between Hiring Clients and Contractors to improve efficiencies

Preliminary Report → Incident Details → Root Cause Analysis → Corrective Actions → Review/Close Report

Contractor Benefits

Included in ISNetworld Subscription

No additional fee to track internal incidents or to report incidents that occur on Hiring Client locations/facilities.

Collaborate with Hiring Clients & Internal Employees

If Hiring Clients request access, contractors can collaborate directly within the incident report. This includes responding to questions, assigning corrective actions, and conducting root cause analyses.

Notifications to Drive Action
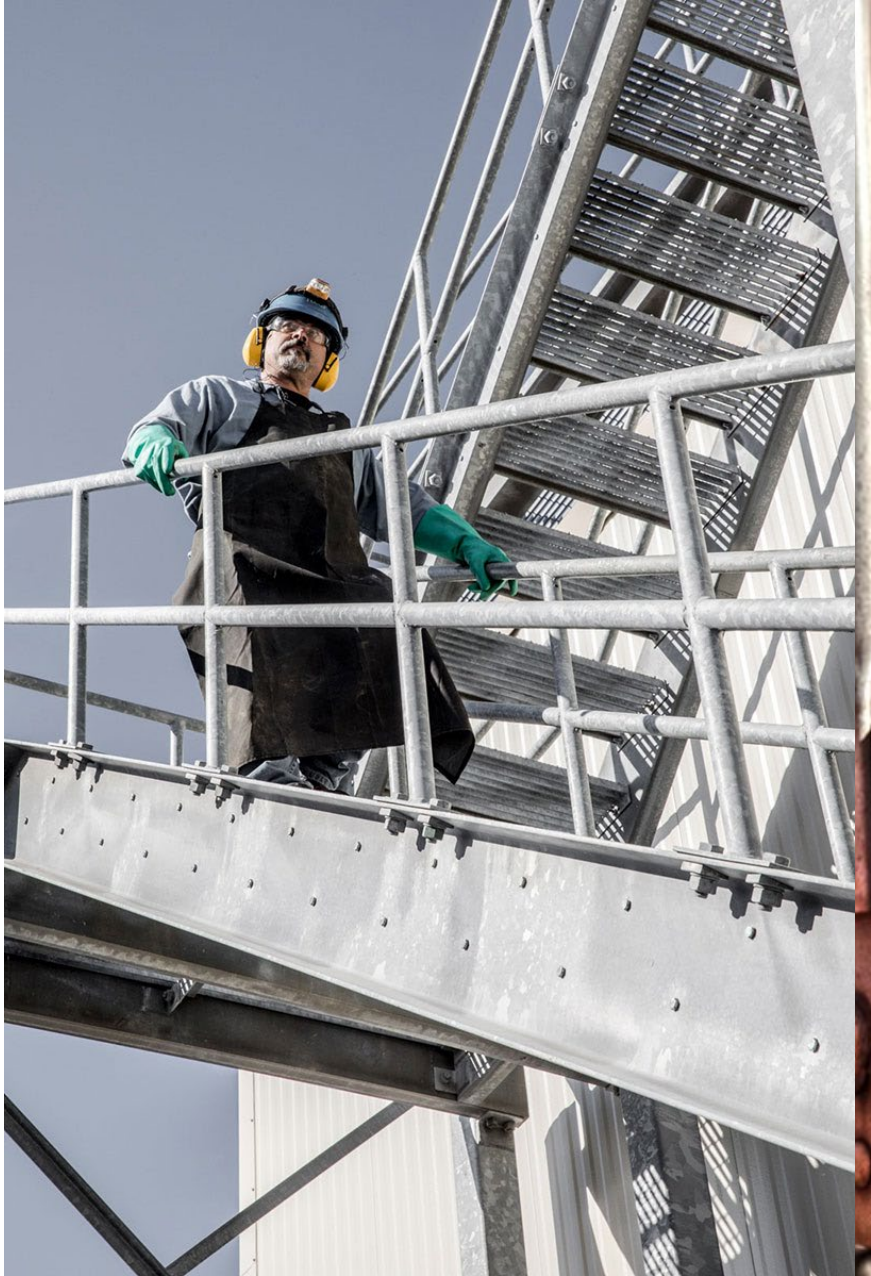
Notifications will be available to notify users of new or closed incident reports and drive users to complete corrective actions.

Available on Mobile, Tablet and Desktop

Incidents can be reported from the field to ensure timely reporting and encourage on-site details to be documented (like uploading pictures of the scene and interviewing witnesses).

Contractor CultureSight

Contractor CultureSight Overview

CultureSight is a safety culture survey study that allows organizations to survey their workforce for feedback.

Survey concludes with a robust final report including unmodified employee feedback.

Benefits include:

1. Promote continual improvement & mitigate risk

2. Provide practical steps for becoming a best-in-class contractor

3. Identify strengths & opportunities through sharable reports

Key Features

1. Survey – Systematic approach to capture workforce perceptions on key values associated with strong safety culture

2. Minimal time commitment – 5-7 mins. For employee completion

3. Simple to implement and deliver – ISN provides all the tools you need to distribute

4. Robust final report provided shortly after the survey closes

The Results

1. Survey results analyzed & measured through eight key safety culture values

2. Insights identified based on a variety of standard demographics (e.g. level of employment, tenure)

3. An In-depth analysis report is provided, outlining focus areas within your organization's safety culture

Stop by our booth to learn more and get started!

Account Maintenance Tools

Account Maintenance

Account 360

Dashboard of key pieces of company information, including grade conformance, safety statistics and trending.

Email Settings

Stay up-to-date on all notifications related to ISNetworld in the Email Settings tab

Notifications

Make sure to Check 'Forward ISN Messages to My Email Address' to have notifications sent directly to your inbox

ISN Mobile App

Download the ISN Mobile App to see things like Hiring Client grades, access messages, view evaluation reports and access ID cards.

# Empower

What is Empower?

Empower™ is a mobile app designed specifically for workers.

- **Free:** available at no cost

- **App Stores:** available in US and Canada

- **Features (as of Feb 2023):** workers can...

    - Complete client requirements (trainings & acknowledgm... forms)

    - Check individual compliance status (QuickCheck)

    - Access ISN-ID digitally

Empower™

Evolving Qualification Landscape

Hiring Clients Tracking Worker-Level Data

71%

65%

51%

31%

2015   2017   2020   2022
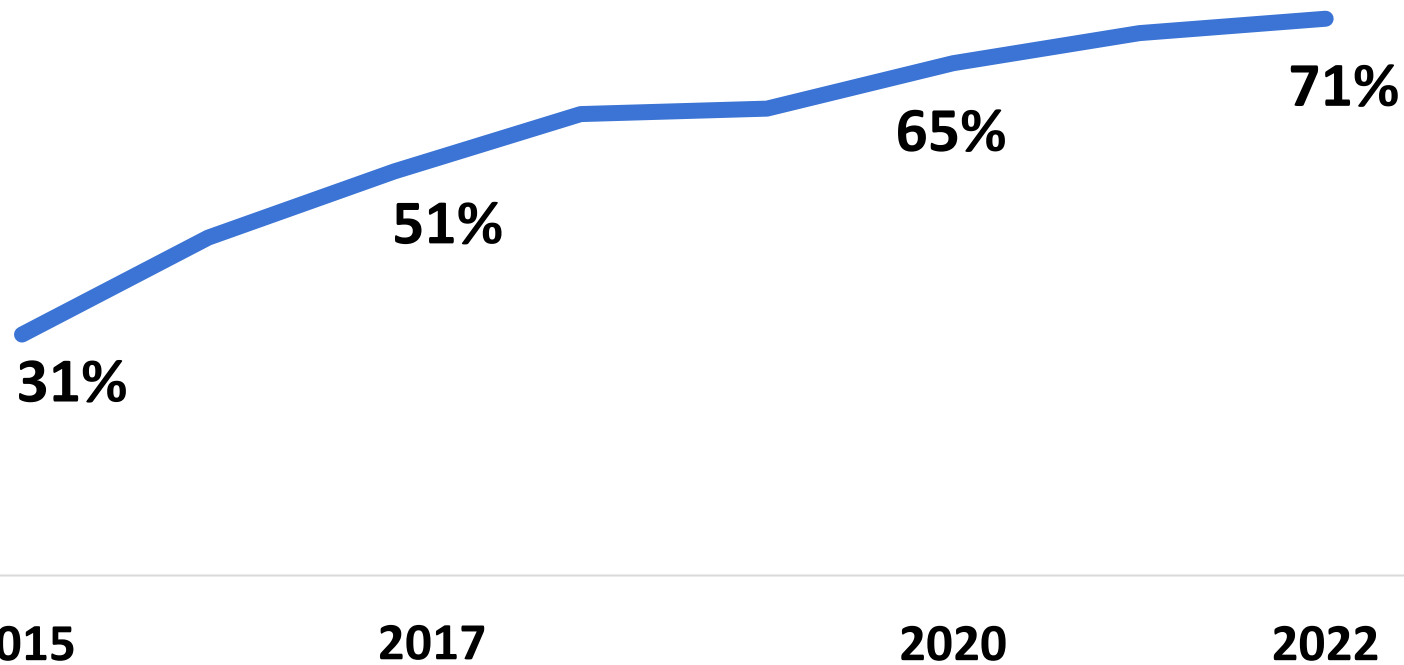
More "Workers" Involved in the Process

ISN Admin
Lisa S.

ISN Worker
Bill M.

Empower™

Bill's Journey: Getting On Site

ISN Worker
Bill M.

Arrive at jobsite

Gate Scan:
Red…

Troubleshoot
with Admin

Complete missing
requirements

Gate Scan:
Green!

🕐 **Delays** can range from **30 mins to multi-day** 🕐
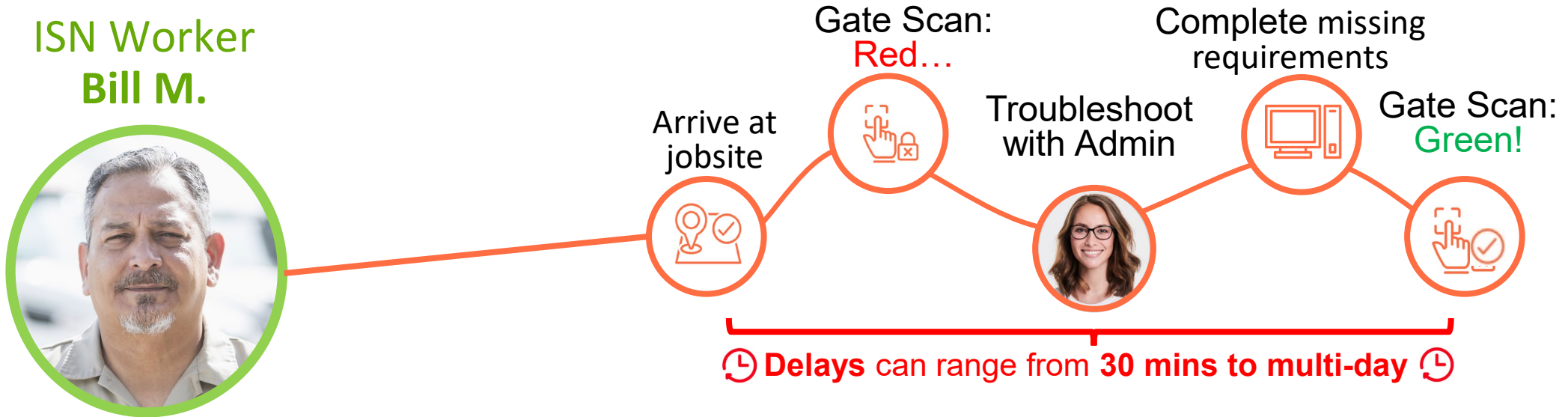
Challenges
- Workers unfamiliar with jobsite requirements
- Overreliance on ISN Account Admins
- Workers are on the go

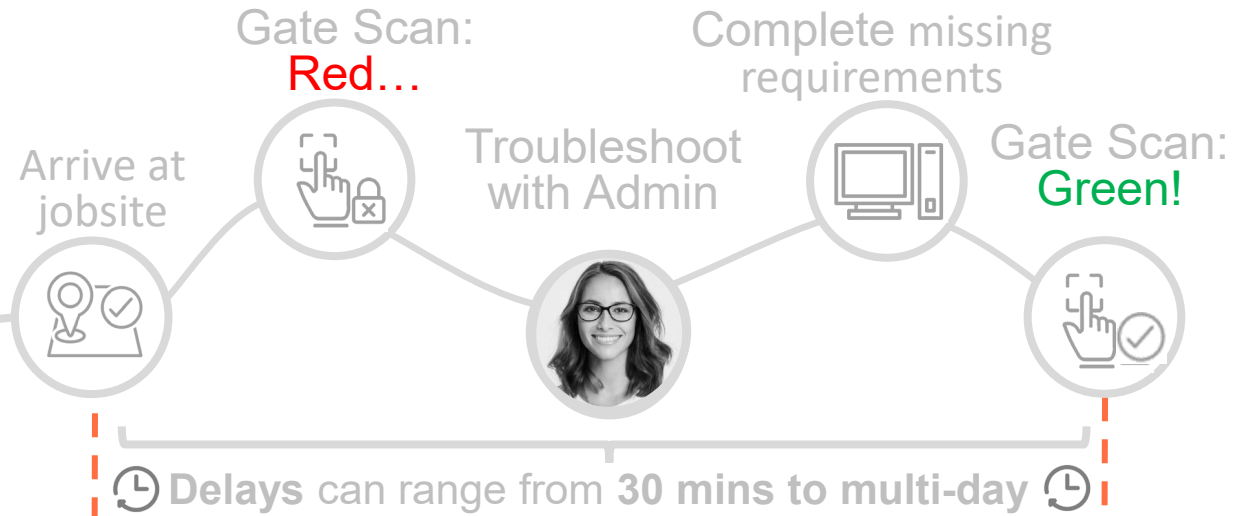Empower™

We created Empower to...

- Give workers **quick and easy access** to jobsite requirements

- Spend **less time on manual tracking** and administrative work, and more time on what matters to your company

- Enable frontline workers to access information that helps them **stay safe and compliant**
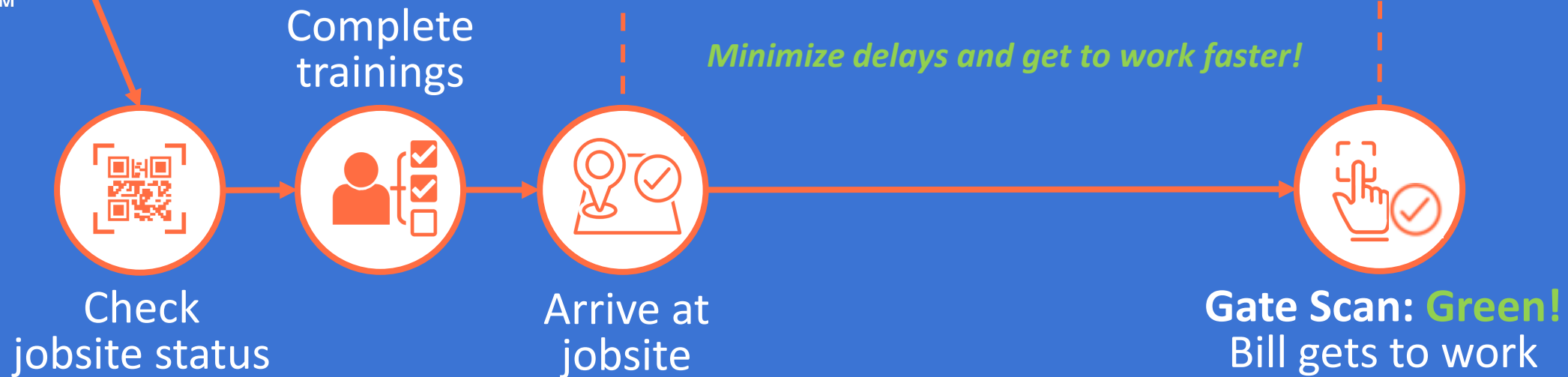
"Empower lets my workers be more involved in the whole process. Their trainings and documents are available to them in the app, so they can **always access what they need, when they need it**."

Empower™

Bill's Journey: Getting On Site

ISN Worker
Bill M.

Arrive at jobsite

Gate Scan:
Red…

Troubleshoot
with Admin

Complete missing
requirements

Gate Scan:
Green!

🕐 **Delays** can range from **30 mins to multi-day** 🕐

Empower™

Complete
trainings

Minimize delays and get to work faster!

Check
jobsite status

Arrive at
jobsite

Gate Scan: Green!
Bill gets to work

Empower™

Share Empower at your jobsite

Stop by the ISN Booth to pick up a window cling!

Templates available on your ISNetworld Bulletin Board:

- Internal email announcement

- Printable signage to post at your office & jobsite

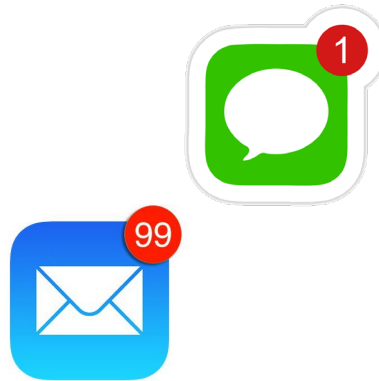Empower™

How to invite your workers to Empower

Company ISN Admins

Log into ISNetworld and use the Empower Invite Tool to invite your workers
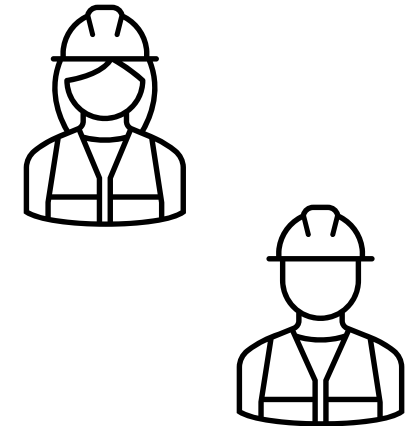
Empower Invites

Sent from ISNetworld by SMS and/or Email

Workers

Receive a link to download the app and easily connect to their ISNetworld Profile

How the Process Works For Your Workforce

1. **Workers download the app**
   a. Admin sends invite to workers from ISNetworld – most effective approach
   b. Scan QR codes at Jobsites
   c. Search the app stores for Empower: Worker Enablement

2. **Setup their Empower account**

3. **Connect with your Contractor Company**
   a. Link to auto-connect included in the invite you send from ISNetworld
   b. Connect with Employee ISNetworld ID number

4. **Access Client Job Requirements**

Empower™

Create Your Empower Account

1 **Step 1:** Create your account
- Your username is your phone number
- Send the verification code as a text message
- Enter and verify code

2 **Step 2:** Enter your name and contact information
- Enter your email for account recovery
- Send the verification code to your email
- Enter and verify code

3 **Step 3:** Select your settings
- Enable Touch ID or Face ID (optional)
- Opt in for SMS notifications
- Accept Empower Privacy Policy and User Agreement

Empower™

Meeting Wrap Up

Upcoming Virtual ISN Events

1. OSHA Recordkeeping Updates Webinar – April 11 & 12

2. Environmental, Social & Governance (ESG) Webinar – April

3. CultureSight Webinar – May 23

4. NCCER LMS Webinar – June 27

Check out our Events page for more details on in-person events and to stay updated on our latest happenings!
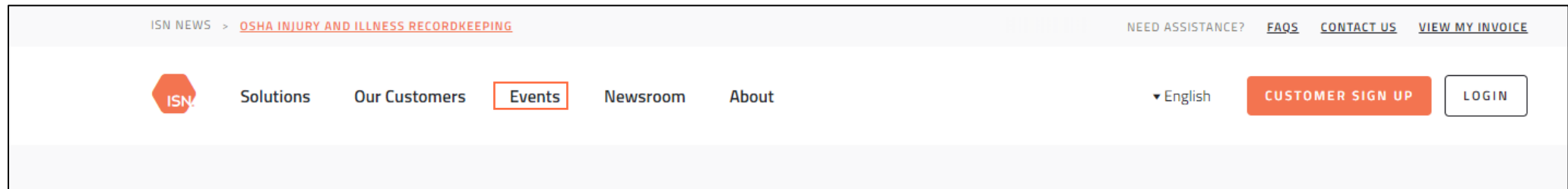
Thanks for Joining!

1. We are set up at a booth to assist your company! Please stop by to log in to your account to address any questions or review additional benefits.

2. Our Customer Service team is available **24 hours** during the **business week**, please don't hesitate to reach out to us.