



Contractor Safety Management

Frequently Asked Questions 6.0

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Abbreviations and Common Acronyms

Full Name	Abbreviation
• Skills and Knowledge Management System Review	• SK Review
• Training Qualification Matrix	• TQ Matrix
• Outer Continental Shelf	• OCS
• ISNetwork	• ISN
• Single Point of Contact	• SPOC
• Review and Verification Services	• RAVS
• Contractor Assessment Retention	• CAR
• General Non-Verified	• GNV
• Management System Questionnaire	• MSQ
• Contractor Safety Management	• CSM
• Gulf of Mexico	• GoM

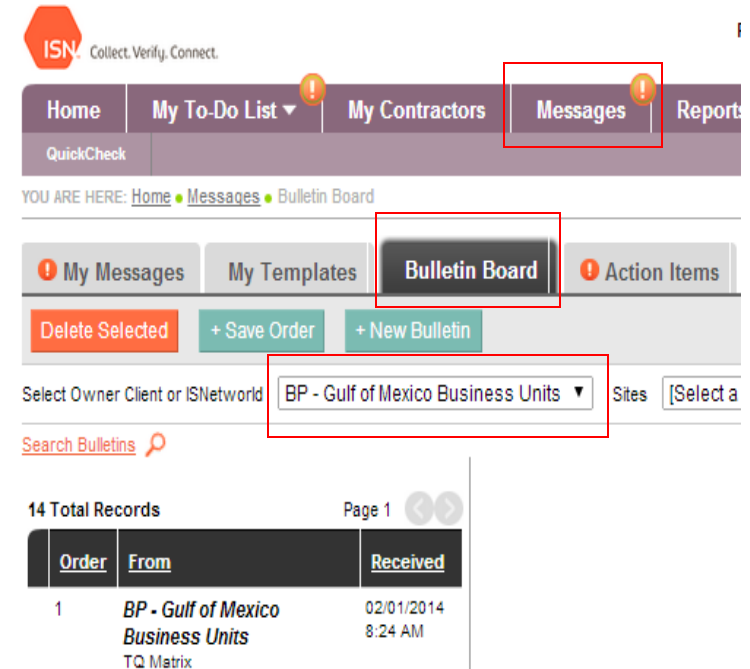
Training Validity Periods

Validity Period	TQ Course Description	Definition
999	Initial	Evidence of training is required one time
12	Annual	Training is required to be refreshed each year
36	Every 3 Years	Training is required to be refreshed every three years
48	Every 4 Years	Training is required to be refreshed every 4 years

Messages on ISN Bulletin Board

The ISN Messages can be found within ISNetwork. You can access the Messages by the following method:

1. Go to Messages
2. Select Bulletin Board
3. Within the Select Owner Client or ISNetwork dropdown box select: **BP – Gulf of Mexico Business Units**



The screenshot shows the ISN Bulletin Board interface. The top navigation bar includes 'Home', 'My To-Do List', 'My Contractors', 'Messages', and 'Reports'. The 'Messages' tab is highlighted. Below the navigation bar, there are tabs for 'My Messages', 'My Templates', 'Bulletin Board', and 'Action Items'. The 'Bulletin Board' tab is selected. Below the tabs, there are buttons for 'Delete Selected', '+ Save Order', and '+ New Bulletin'. A dropdown menu for 'Select Owner Client or ISNetwork' is open, showing 'BP - Gulf of Mexico Business Units' as the selected option. Below the dropdown, there is a search bar for 'Search Bulletins'. The main content area shows '14 Total Records' and 'Page 1'. A table with columns 'Order', 'From', and 'Received' displays one record: Order 1, From 'BP - Gulf of Mexico Business Units TQ Matrix', and Received '02/01/2014 8:24 AM'.

Bulletin Board Message	Description
Access to Activity List	Step by Step Guide for requesting access to BP GoM TQ Activity List.
FAQ	Outlines all of the Contractor Verification Frequently Asked Questions (FAQs).
Forward ISN Msgs to Email	Describes how to set up external email notification when an Action Item(s) has been assigned in ISN to the contracting company.
Granting Access -TRNG MGR	Explains the process on how to grant the Operator access to view the Contractor's Training Manager information in ISNetworld
Grading Criteria	Outlines the requirements to have a 'Green' HSE score in ISN
Notification of TQ Expiration	Explains how to configure your ISN settings to be notified of expiring TQ's
Populating TRNG MGR	Step by Step Guide for setting up and entering information into the Training Manager.
SK Review Audit Protocol	Provides the questions from the SK Review and a description of what is a good response looks like. The guide also provides scoring criteria to evaluate responses.
SK Review Completion Guide	This guide outlines the step by step process for completing the SK Review in ISNetworld.
TQ Assurance Spot Check	Provides the guidance on the TQ Spot Check process after a Contractor have gone offshore.
TQ Course Description	Lists all Training Qualifications from the TQ Matrix with their corresponding ISN Reference, Regulatory or Standard Reference, Validity Period, Description and the Suggested Delivery Method.
TQ Ensuring Compliance	Provides Contractor with steps for a self-verification of their compliance to BP's TQ requirements.

TQ Matrix	Identifies required Training Qualifications for each Occupational Roles (performed offshore).
TQ Setup	Step by Step Guide for entering Training Qualifications (TQ) requirements in ISNetworld.
TRNG Mgr to TRNG Quals	Explains process for building equivalencies between Training Manager and Training Qualifications in ISNetworld.
TQ Template Reminder	Provides Contractor tips on how to successfully upload the TQ Template spreadsheet.
TRIR	Shows where to load TRIR information in ISN
Updating a TQ Date	Explains how to update Non-Verified Training Qualification dates within ISN.

General Questions

What are my company's offshore requirements?

When a contractor employee travels offshore, he or she is checked for the following:

- Company status in ISN
- Employee training status in ISN
- Employee iLogistics status

A deficiency in any one of the above areas will prevent the employee from checking in at the heliport.

Are resources available to help BP contractors?

You can contact the Contractor Safety Management (CSM) team at BPGoMSEMScv@bp.com for support.

Do the SK Review and TQ Matrix apply to all personnel or only those physically working offshore in the OCS?

The SK Review and TQ Matrix apply to all contractor employees that physically go to BP Gulf of Mexico facilities in the OCS (Outer Continental Shelf) facilities (including MODUs under contract to BP) to perform work activities. Domestic services and contractors who work only on vessels are currently the only exceptions to this requirement.

Am I exempt from this process if I provide OCS services or equipment remotely?

If you do not physically send people to a BP OCS regulated facility or MODU, this process is not applicable to you.

My company has been asked to participate, but we do not physically send people to work for BP in the OCS. What should I do?

If your company is not working or planning to work for BP within the OCS, this process is not applicable to you. Send the CSM team an email at BPGoMSEMScv@bp.com and let us know.

Are consulting companies required to complete the SK Review and TQ Matrix?

All companies who physically send people to a BP OCS regulated facility or MODU must complete this process. The TQ matrix has a number of occupational roles tailored specifically for consultants.

We have not secured work from BP in quite some time. May we be exempt from this process?

If you have an active contract with BP GoM, you must complete the requirements. The completion of the SK Review and TQ Matrix are a prerequisite to work for BP OCS facilities within GoM.

How long does it take to complete BP’s Contractor Safety Management requirements in ISN?

You must complete BP’s Contractor Safety Management requirements prior to travelling offshore. The estimated time for completing each requirement is listed below:

Management System Questionnaire (MSQ)	1 Week
Review and Verification Score (RAVS)	1 Week
Skills and Knowledge Review (SK Review)	2 Weeks
Training Qualification Review (TQ Review)	1 Week to 6 Weeks

What’s the consequence of not complying with BP’s Contractor Verification requirements? Can I complete this later?

Completing the requirements is a condition of doing business with BP.

What if my Single Point of Contact (SPOC) changes?

Keeping your company’s SPOC information up-to-date is very important to maintaining compliance with this project. Notify the CSM Team of the new SPOC’s contact information at BPGoMSEMScv@bp.com as soon as it changes.

What is Helipass?

Helipass is an automated system that links your company’s iLogistics account to your company’s ISN account. When your employees check in at the heliport, Helipass accesses both accounts to verify that they have met their requirements to travel offshore.

What is an Improvement Plan?

An Improvement Plan is a document owned by your BP Line Representative. It is needed when your company has a deficiency in one or more of the grading areas in ISN. The Improvement Plan is circulated through upper BP management and sets a date for when the deficiencies must be rectified.

How do I get registered with iLogistics?

Your employees must be registered in iLogistics before travelling offshore for BP GoM. This can be done by contacting the iLogistics team at teleios@bp.com.

What if my employees no longer work for the company and we would like to deactivate an employee from iLogistics?

Currently, only iLogistics support can deactivate and reactivate profiles. Please send these requests to teleios@bp.com. The inbox is managed 0500 – 1300 CST Monday through Friday.

Why do contractors have to manage data in both iLogistics and ISN?

iLogistics and ISN are two different systems for two different purposes. iLogistics manages travel data for all personnel who travel offshore. ISN manages training data for specific contractors that fall under SEMS requirements.

What is a data pipeline in ISN?

If your company has its own training management system then it may be possible to set up a data pipeline to connect your training management system to ISN. This will allow employee training information to populate ISN automatically. Please contact ISN to determine if your company is a good candidate for a data pipeline.

Scoring Questions

What does my company grade refer to?

Your company grade in ISN is comprised of the following areas: RAVS, SK Review, EMR, HSE Statistics, HSE Culture, and Drug and Alcohol policy. If there is more than one deficiency in any of those areas, your company grade is Red. If there is one deficiency, your company grade is Yellow, and if there are no deficiencies then your company grade is Green. A Green company grade will help ensure that there are no impacts to your company's offshore travel.

Please see below an example of a Green company scorecard in ISN.

What is RAVS?

ISN's Review and Verification Services (RAVS) is the provider of conformance verification. Self-reported health and safety related data is reviewed by subject matter experts who verify accuracy and validity. Health, Safety & Environmental Managers depend on RAVS as a critical element of their contractor information due-diligence process. Contractor Benefits of RAVS:

- Having an HSE professional review their programs for accuracy and basic compliance
- Having a standardized process for all of their connected Hiring Clients
- Showing potential Hiring Clients that they have compliant safety programs

Hiring Client's usage of RAVS:

- To ensure that regulatory safety guidelines are being met for the type of work the contractor is performing
- As another measure of the contractor's safety culture

To incorporate health and safety program review scores into the contractor's overall grade. To maximize resources by outsourcing the review and verification to a third party in order to allow Hiring Clients to focus manpower on other items.

RAVS is requiring safety programs that do not apply to our scope of work. What do I do?

The RAVS are driven by the work types selected in your profile. Review the work types your company has selected and determine if there are work types better suited to your company's offshore scope of work.

Can my company receive an exemption for a required RAVS program?

Your company must have a minimum 50% RAVS score prior to requesting an exemption. The request is submitted through ISN and reviewed by the CSM team.

How is my data evaluated and what criteria are reviewed?

The criteria depend on the requirements for the Hiring Client establishes for the contractor company. Some criteria such as Safety programs, OSHA forms, EMR letters and insurance, etc. will be reviewed and verified by the ISN RAVS Team. Other items may be evaluated by the Owner Client.

What is EMR?

The Experience Modification Rate (EMR) is a comparison of contractor's workers' compensation claims to companies similar in size and experience who operate within the same industry. Your company's EMR must be less than 1.0 to comply with BP's requirements.

SK Review Questions

What is the Skills and Knowledge Management System Review?

The BP Contractor Skills and Knowledge Management System Review corresponds with API RP 75 and 30 CFR 250 – Subpart S (SEMS). The purpose of the SK Review is specifically designed to help BP verify that their contractors have the necessary systems in place to ensure their employees have the required skills and knowledge needed to safely work in the OCS.

When is the SK Review initiated?

The SK Review is initiated if you are a new contractor to BP. It can also be initiated if you are an existing contractor and there is a "for cause" reason to complete a new SK Review.

How do I know if an SK Review has been initiated for my company?

The Contractor Safety Management Team initiates the SK Review by creating an Action Item in ISN to be completed by the contractor. The Action Item sets your company's due date to complete all elements of the SK Review.

How will I know when my company has successfully completed the SK Review?

Once you have completed the SK Review, the CSM team will review and determine if there are conformance gaps. Corrective actions with due dates will be initiated via the Action Item module, if needed. After all corrective actions have been addressed, the associated Action Items will be closed out in ISN. The completed SK Review status will be reflected on your company's score card in ISN.

How is my SK Review evaluated and with what criteria?

Please refer to the "SK Review Audit Protocol" document to guide you through your responses, which can found on the ISN Bulletin Board.

How often will the SK Review need to be updated or re-evaluated?

Once the SK Review is complete it will not need to be updated unless there is a change to your company's safety policies and procedures. In addition, portions of the SK may need to be updated or reviewed if your company is involved in an offshore incident.

How is the SK review different from other audits or system reviews conducted by BP?

The SK Review is based on Elements 6 and 7 of SEMS regulations and is designed to ensure that BP is sustaining compliance, and that our contractors have the processes in place to conform. Other BP audits may contain similar questions to the SK Review but may not specifically address all the information that is required under SEMS Elements 6 and 7.

Is the SK Review a complete SEMS audit?

The SK Review is based on Elements 6 and 7 of SEMS, and it is specifically designed to help BP verify that our contractors have the necessary systems in place to ensure the required skills and knowledge of their employees to safely work in the OCS. The SK Review is not a comprehensive audit of all elements of SEMS.

Are the SK Review questions the same as the MSQs found in ISN?

Although there is potentially some overlap, the SK Review focuses specifically on SEMS Elements 6 and 7 and reviews how a contractor ensures their employees have the necessary skills and knowledge required to safely work in the OCS. The MSQ's can be answered with a simple 'yes/no', while the SK Review requires the contractor to upload supporting evidence of their response.

Are resumes an acceptable form of documentation when proving instructor proficiency?

Resumes can be an acceptable form of documentation. BP is looking to understand the methods that your company has chosen to utilize to track, record, and determine instructor proficiency. Please refer to the "SK Review Audit Protocol" located on the ISNetwork's Bulletin Board for further clarification.

How do we prove the quality of our training if we have been certified by an independent certification board?

If the certification and proof comes from an accredited school or by a recognized body of expertise, it may be acceptable.

Will my data be shared outside of BP?

Contractor information will not be shared outside of BP personnel with the exception of authorized regulatory agencies as required in the course of an inspection or audit and/or 3rd Party Service Providers contracted by BP to conduct the SK Review. Your data will be stored within ISNetwork.

What if I need additional time to complete the SK Review and/or corrective actions?

All Action Items are expected to be completed by the assigned due date. If you need additional assistance, please send an email to the CSM Team at BPGomSEMScv@bp.com.

My company performs work for BP in the OCS and we established a "Bridging Document" that adopts the BP SEMS Program and Practices. Can we simply reference the "Bridging Document" to satisfy the requirements for a "Yes" response in the SK Review?

For a "Yes" response, you will need to attach the Bridging Document and indicate the specific programs and practices adopted from BP. In addition, you will be asked to provide other documents that demonstrate the activities you performed to meet the stated expectation (i.e. record of employee training, records of employee qualifications to perform work activities, record of employee skills and knowledge verification, record of adopted procedures/practices, etc.)

If my company already utilizes required training by BP as part of their SEMS program, do I have to create my own SEMS program?

You are not required to create an entire SEMS program. Contractors may adopt appropriate sections of the Operator's SEMS program and/or develop their own practices that meet the requirements of the Operator's SEMS program. For a "Yes" response to a question in the SK Review, you will be asked to provide the documents that identify the sections adopted from the BP SEMS Program and records of the activities performed (by BP) to meet the stated expectation (i.e. record of employee training, records of employee qualifications to perform work activities, record of employee skills and knowledge verification, record of adopted procedures/practices, etc.)

Will I still need to complete the SK if I only provide subcontractors to BP?

You still have to complete the SK Review, but only the applicable sections that pertain to subcontractors.

My SK response requires me to submit confidential data. How do I respond?

You can protect your confidential information by blocking out names, numbers, financial data, etc.

How do I submit my responses to Corrective Actions?

You can submit your responses to the Corrective Actions through the ISNetworld Portal within the Action Items section. Please refer to the “SK Review Completion Guide” document on the ISNetworld Bulletin Board.

My company has multiple divisions that all send personnel offshore. Does each division need to complete a separate SK Review?

This is evaluated on a case-by-case basis and often determined by understanding if there is a difference in processes, procedures, and/or policies for each division. Also, the type of work that each division does is a factor. If you have a question, please send an email to BPGoMSEMScv@bp.com.

What are acceptable responses to the questions in the SK Review?

All contractors receive a copy of a guidance document SK Review Audit Protocol which lists the acceptable criteria for responding to each question. This document can be found on the ISNetworld’s Bulletin Board.

TQ Matrix Questions

I currently have an ISN account. How do I obtain access to BP GoM Training Matrix?

You will need to connect with BP Gulf of Mexico in ISN using the instructions located on the ISN Bulletin Board entitled “Access to Activity List”. At that point, you will see the requirements and have the ability to see the TQ Matrix to begin assigning your employees.

How often will we have to update the training qualification data within ISNetworld?

It should be updated on a regular basis. As your staff receives new Training Qualifications or refresher courses you will want to update ISNetworld at the same

time you update your existing tracking system. Employees will need to be current in ISNetworld to go offshore for BP.

Will our employees need to carry their ISN cards, and will BP have a system in place to check these?

Personnel will have to use their ISN cards at the heliport kiosk to make the initial connection between ISN and iLogistics. After the initial connection is made, the ISN card will not be needed for future check-ins.

Do we need to enter all employee training records or only those employees who physically work for BP within the OCS?

You will only need to enter the training qualifications for employees who will physically work for BP within the OCS.

Is there any intention to standardize the TQ Matrix between the different operators?

Although the TQ Matrix will not be fully standardized between operators, the use of the ISNetworld solution allows BP to move in that direction. BP is building upon the work completed by other operators and using their work as the foundation of the TQ Matrix. BP has also added a number of occupational roles and training qualifications that were not currently in the system.

Will training qualification data uploaded for another operator also apply to BP?

Yes, all General Non-Verified (GNV) trainings that have been uploaded for another operator will count towards fulfillment of the BP requirements. Your company will still be required to submit TQ reports to BP GoM.

Can an occupational role be added to the TQ Matrix if required?

If a contractor has difficulty matching one of its roles with an applicable occupational role within the TQ Matrix, BP will work with them to map it to one of the existing roles. For support, please send an email to BPGoMSEMScv@bp.com

with a job description including the technical and physical work needed to perform the job. If an additional role is still required, BP will add a new role.

Can I assign my employees to multiple occupational roles?

Yes. Please refer to the “TQ Setup” document located on the ISNetwork Bulletin Board. Be aware that employees must be Qualified for all occupational roles to which they are assigned prior to travelling offshore.

Are we required to put instructor information into the TQ Matrix?

Your company is not required to provide instructor information in the TQ Matrix. If desired, your company can add this information into the Training Manager tool.

Is awareness level training acceptable in order to fulfill TQ requirements?

BP has provided guidance in the “TQ Course Description” document under the ‘Regulatory Reference or Standard’ column. This document can be found on the ISNetwork Bulletin Board. In most cases, training should be beyond an awareness or orientation level.

Will BP provide renewal classes for these annual training requirements?

No. It is incumbent upon the Contractor to ensure all employees who go offshore obtain the annual renewal courses with their respective company approved training provider. Please refer to the “TQ Course Description” on the ISNetwork Bulletin Board.

Why are OSHA and other regulatory standards referenced?

Regulatory references, when cited, indicate the minimum standards of course content to meet the training requirement.

Can one TQ credit be cross-referenced and applied in order to fulfill multiple requirements?

Not in general. Training should be beyond an awareness or orientation level unless specifically stated in the “Contractor Skills and Knowledge Verification: Training

Qualification Matrix Course Descriptions” document which can be found on the ISN Bulletin Board.

Are refresher courses acceptable to meet initial training requirements?

No. A refresher is only acceptable if the employee has previously taken the full version of the course.

My employees participate in a formal assessment done by a third-party in order to obtain certification every three years. Can this certification program fulfill the skills and knowledge assessment for 3 years?

The Skills and Knowledge Assessment TQ has an annual training requirement. For those job activities/occupational roles or companies that have their own industry standard or external certification training set at intervals for longer than one year, the certification can fulfill this TQ for the first year and then just needs to be re-validated by someone internally annually until the assessment is completed again. The certification and/or validation date must match the date the assessment was done or re-validated.

What if my Company’s training validity period differs from BP’s standards?

BP requires that the training courses be taken within the validity period documented in the “TQ Course Description” document. Please refer to the “TQ Course Description” located on ISNetwork’s Bulletin Board.

Why is ‘Contractor’s Own Policy’ being replaced by ‘BP Standard’ in the TQ Course Description document?**

BP is requiring evidence of training for these qualifications beyond an awareness level.

For courses that are hierarchical in nature, can the more comprehensive training course cover the training requirement for the less comprehensive course?

Yes, provided they are truly hierarchical such as Lock Out Tag Out Authority is sufficient for Lock Out Tag Out Affected, and Electrical Qualified Person also meets the TQ for Electrical Safety Management (non-qualified). This does not apply to

Confined Space courses, in which case the “higher” course date needs to be entered for the “lower” course requirement.

If your company has a data pipeline and needs assistance with establishing equivalencies within ISNetworld, please contact your ISNetworld representative for clarification.

What if an employee no longer works for my company but is in ISN?

Disconnect/remove employees that are no longer working for your company from your ISN account. If you require assistance please contact your ISN representative. In addition, please find the document “TQ Setup” on the ISNetworld Bulletin Board. In addition, the employee will need to be removed from your iLogistics account.

TQ Assurance Spot Check

Can I go through the TQ assurance spot check voluntarily?

No. The employees are randomly chosen for spot check based upon having gone offshore for BP. Please refer to the “TQ Assurance Spot Check” document on the ISN Bulletin Board.

What is the difference between the initial TQ Spot Check and the Random TQ Spot Check?

All new contractors must complete an initial TQ Spot Check, which is the verification of TQ documentation for one specific employee. The CSM team also randomly selects offshore contractor employees each month and initiates TQ Spot Checks in ISN. The random TQ Spot Check is part of BP’s ongoing verification that there is documentation to support training dates in ISN. Your company may never be chosen for a random spot check or your company may be chosen several times.

Is my company required to complete a TQ Spot Check if we only provide subcontractors to BP?

If your company only provides subcontractors to BP (i.e. your company does not contract directly with BP) then a TQ Spot Check is not required.

Does an email get sent to the administrator of the account when a new action item is available?

Yes. The administrator and any other user who has permission to process an Action Item will receive the notification. There will be a daily My To-Do List notification that lists out each pending item in their account. The new Action Item will be listed on that notification. Please refer to the “Forward ISN Msgs to Email” document, which can be found on the ISN Bulletin Board.

How do contractors receive the Action Item notification to know a TQ Assurance Spot Check has been requested?

An Action Item notification message will appear in your message box in ISN. Please ensure your ISN settings are setup so that you can receive the ISN messages within a timely manner. Please refer to the “Forward ISN Msgs to Email” document, which can be found on the ISN Bulletin Board.

What kind of training documentation is acceptable?

Training History Records, Sign-In Sheets, Computer Based Trainings (CBTs), and Certificates that contain at a minimum the employee’s name, date the training was completed, and name of the training topic.

For the Skills and Knowledge Assessment TQ evidence must contain at the minimum employee’s name, date of the assessment, role of the employee, supervisor’s signature attesting to the competency of the individual.

Do TQ documents supporting a TQ Assurance Spot Check need to be attached in the Action Item tracker? Or can I email them?

The Contractor will not be able to send the supporting TQ documentation via email. The TQ documentation to support a TQ Assurance Spot Check will need to be uploaded in the Action Item documents tab along with the signed legal disclaimer. We want to ensure the training documentation being supplied is easily identified with the associated employee. Please refer to the “TQ Assurance Spot Check” document which can be found on the ISNetworld Bulletin Board.

Will any of my employees be spot-checked if I do not send them offshore?

No. The spot-check process is targeted for those employees who have gone or will be going offshore.

Will the TQ Assurance Spot Check be for one employee or could it be for several?

It is possible that more than one employee is selected for each company to be spot-checked due to the random selection process.

If an employee has already completed the TQ Assurance Spot check, will he/she be selected again?

It is possible that an employee previously selected may be selected multiple times in a given year.

If our company is selected for a TQ Assurance Spot Check how long do we have to provide the documentation?

You should provide the evidence of the documentation within 24 hours.

How long does it take for the TQ Verifier to respond after submitting documentation within the Action Item Tracker?

You should receive a response within 1 week. Please ensure that the SPOC is setup to receive external emails from ISNetwork. Please refer to the "Forward ISN Msgs to Email" located on the ISNetwork Bulletin Board.

What happens if our office is closed for a holiday and we do not respond to the spot check within a 24 hour period?

In the event your employee is randomly selected and the request is sent prior to a holiday; the due date will be the first full business day following the holiday. However, if your company does not respond to the TQ Assurance Spot-Check at all, then your company will be placed on a BP GoM Non-Conformance List and reviewed with management. Placement on BP GoM's Non-Conformance List can impact your ability to do business with BP.

Will my Learning Management System (LMS) for training suffice as support for TQ documentation during the TQ Assurance Spot Check?

Yes, as long as the Training Record contains at a minimum the employee's name, the date the training was completed, and the name of the training topic.

ISN Questions

Note: BP has included many of the standard FAQs used by ISN so they are in one place. Answers have been provided by ISN

What is a Hiring Client?

***Definition of a Hiring Client: Hiring Clients are typically those companies that own and operate assets and employ third party contractors to complete work.*

ISNetwork is the platform that Hiring Clients use to manage health, safety and procurement related information for their contractors. An example of an Hiring Client would be BP Gulf of Mexico.

What is ISN?

ISN provides an online contractor management database (ISNetwork) that collects health, safety, procurement, quality and regulatory information designed to meet governmental recordkeeping and Hiring Client requirements. Through its Review and Verification Services (RAVS), ISN's subject matter experts review and verify contractors' self-reported information. Contractors also use ISNetwork to manage internal training and record keeping requirements.

What will happen if we don't subscribe to ISN?

This is a condition of doing business with BP.

Are resources available to help BP contractors?

BP contractors are provided with access to the ISN Customer Service team at the numbers below or by email at customerservice@isn.com.

- Main Telephone: 1 (214) 303-4900
- North America: 1 (800) 976-1303

How do I become a member of ISN?

Please contact ISN at:

- CustomerService@isn.com
- Main Telephone: 1 (214) 303-4900
- North America: 1-800-976-1303

How much does a subscription cost and additional fees?

Contractor companies pay an annual subscription fee based on the three year average number of employees in their company. Multi-division contractors/suppliers qualify for a hierarchy subscription. ISNetworld subscription prices are all-inclusive, a one-time setup fee applies. Pricing can be found at this link:

<http://www.ISN.com/Homepage/subscriptionPricing.aspx>

How does my company add BP to our ISNetworld client list?

You will need to contact the ISN Customer Service Team and request to be connected to BP's contractor list. The ISN Customer Service Team can be contacted at the email address or phone numbers listed above.

What are the benefits of subscribing to ISN?

Below are several examples of how ISNetworld can assist your company

- Efficient and standardized way to meet BP requirements
- Improve internal safety and information systems
 - Written safety programs are audited by safety professionals
 - Track individual level data
 - Manage company personnel

- Marketing your Company
 - Company Profile
 - Marketing & Awards
- Increasing your Exposure to Hiring Clients
 - Company Dashboard and Contractor Spotlights
 - Users Group Meetings
- Simplifying your Record Keeping Process
 - SmartLog
 - Hierarchy Structure
- Managing your Personnel
 - Employee Functions
- Tracking In-House Training Records
 - Training Manager

Is ISN a secure database to store my information?

ISN has industry standard security measures in place to protect the loss, misuse and alteration of user information under ISN's control. ISNetworld is password protected; allowing only authorized users access to the site. Unless specified by the user, Hiring Client information is not shared with other Hiring Operators and contractor information is not shared with other contractors. Contractors who have supplied information have the ability to restrict the access of Operators to view the information.

What happens to my data in the event I do not renew my subscription after expiration?

Your information will remain archived in ISNetworld until your company renews your subscription.

What are the benefits if my company has multiple subscriptions?

Companies with multiple subscriptions have the option of setting up a hierarchy structure which establishes a relationship between multiple accounts within ISNetworld. A hierarchy structure consists of a primary account and subsidiary accounts. Benefits of a hierarchy subscription include:

- Allow BP Gulf of Mexico to view association between the primary and subsidiary accounts
- Ability to replicate information from the primary account to subsidiary accounts

- Promotes consistency in information gathering within multi-divisional organizations
- Adjusted pricing structure for subsidiary accounts
- Reporting injury rates/frequencies by division in addition to aggregate

Does the questionnaire within ISN satisfy the questionnaire requirements for Operators using ISN?

The Management System Questionnaire (MSQ) is a standardized questionnaire used by ISN Hiring Clients. Once your company has completed all required portions of the MSQ, this will satisfy the questionnaire requirements for all connected Hiring Clients. Your company will complete this questionnaire once in its entirety and provide quarterly updates as required by Hiring Clients. Each Hiring Client may grade the questionnaire differently, but all require full completion.

Is a hard copy of the questionnaire available?

The questionnaire is available online within your company's account. This will ensure Hiring Clients have access to the most up-to-date company information.

What types of documents are submitted in ISN?

- Insurance Certificates
 - Hiring Clients provide their insurance requirements to ISN so their specific requirements can be configured within ISNworld.
 - ISN reviews contractor's certificates of insurance against the requirements of the Hiring Client.
- Written Safety Programs
 - ISN Review and Verification Services RAVS team will review your company's written health and safety program for conformance with regulatory and/or Owner Client's standards.
 - Your company will be required to submit copies of your company's written health and safety programs.
 - Detailed instructions will be communicated during your company's subscription setup.
- Owner Client Specific Documents
- Marketing Awards/Brochures
- Training Documentation

- Supplier Diversity Certificates

Examples of country specific documentation include:

- U.S. Specific Documentation:
 - OSHA Forms (300 & 300A)
 - EMR Letters
- Canada Specific Documentation:
 - Workers Compensation Clearance Letter
 - Workers Compensation Rate/Premium Statement
 - COR/SECOR/SMA
- Australia Specific Documentation:
 - Workers Compensation Premium Rate Statement

Does ISN track/house individual level data?

Yes, ISNworld track individual level data through several tools such as Operator Qualifications (OQ), Training Qualifications (TQ), Training Manager.

Who can access my data?

All subscribed Hiring Clients can view your company's information by default. Information is not viewable by other contractor companies in ISNworld. There are no additional fees to allow multiple Hiring Clients to view your information.

What if the data changes how is it updated?

Contractors have the ability to update their account at any time throughout the year and at a minimum, are prompted by ISN to update on a quarterly basis. Verified documentation can be resubmitted for another review by the contractor.

Will I have to input data for each Hiring Client?

It depends. Many requirements such as the Questionnaire, OSHA logs and EMR letters are standardized and available to all Hiring Clients within ISNworld. Other requirements such as Insurance, Safety Programs and Training will be specific to each Operator.

How are updates or tasks communicated?

Updates or changes can be communicated through the ISN Messages, the Bulletin Board or in the Help section under 'Release Notes'. ISN sends automatic notifications when a status change occurs, such as when a document has been reviewed or if a training record is expiring, for example.

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

ISNetworld will allow BP to identify and track skills, knowledge and training capabilities across its contractor network in a more efficient manner. BP believes this will contribute to safe, compliant and reliable operations.

Can my data in Training Manager be linked to the requirement of Training Qualifications?

You can create equivalencies for the training information in Training Manager to link to Training Qualifications (TQ). Feel free to contact the ISNetworld Customer Service Team by email at CustomerService@isn.com or call at (800) 976-1303 for further assistance.

Is Training Manager required for BP Gulf of Mexico to be able to view my training qualifications?

Inputting data into Training Manager is not required to submit TQ information.

Can anyone else see my Training Manager data?

Your Training Manager data will not be visible to any other company unless you choose to share the information.

How do I stay logged in to ISNetworld?

First, please confirm your identity by entering your username and password. To the left of the username, click the radio button "Remember Me". This feature will enable all users to remain logged into ISNetworld.