

**ISN**

# What is Best-In-Class Contractor Management

PLEA Board Meeting

November 16<sup>th</sup>, 2016



# Introduction: What is ISNetwork?

Web-based Contractor/Supplier Information Management for collection and review of QHSE, Procurement, Compliance and Training data.

## Industries Served:

- Oil & Gas
- Chemical
- Mining
- Manufacturing
- Utilities
- Healthcare & Pharmaceuticals
- Food & Agriculture
- Transportation
- Public Sector

**ISN** Collect. Verify. Connect.

WHAT WE DO BENEFITS EVENTS RESOURCES ABOUT US

**Welcome to ISNetwork**

ISNetwork is a global resource for connecting Hiring Clients with safe and reliable contractors

Learn More

Global Operations Watch Intro

Recent Implementations View All

Canpotex Lamb Weston Johnson & Johnson

**Customers By the Numbers**

62,540 Contractors/Suppliers

490 Hiring Clients

**Contact Us**

**Latest Updates** View All

November 14, 2016

**Talos Energy Expands Use of ISN to Mexico**

ISN is pleased to announce that Talos Energy, LLC has expanded its use of ISNetwork to its offshore operations in Mexico

November 7, 2016

**Niska Gas Storage Implements ISNetwork**

ISN welcomes Niska Gas Storage, the largest independent owner and operator of natural gas in North America

November 7, 2016

**ISN 2016 ASSE Scholarship Recipients Announced**

ISN was proud to sponsor three scholarships to the ASSE's scholarship fund this year

October 31, 2016

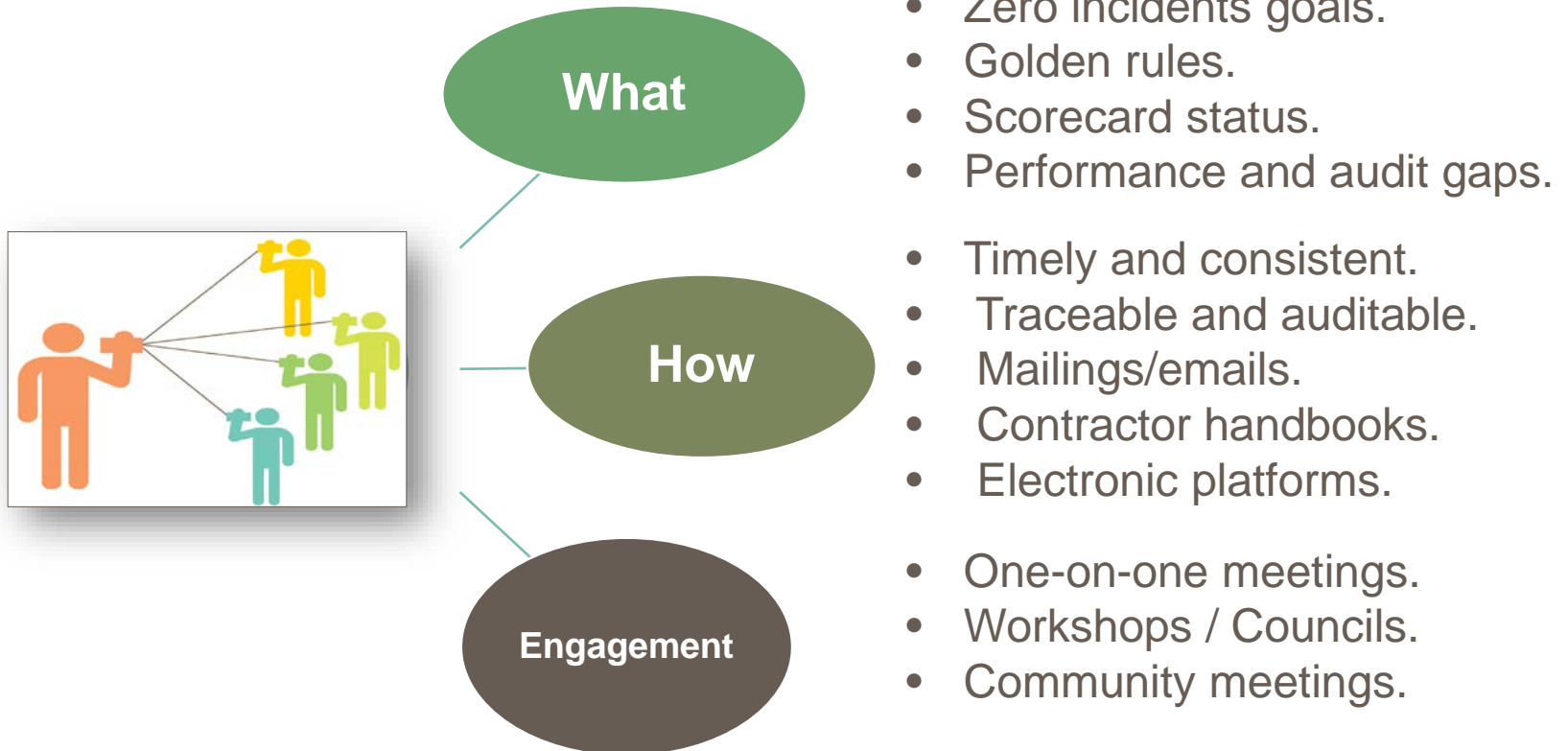


# 7 Strategic Elements for Best-In-Class Contractor Management

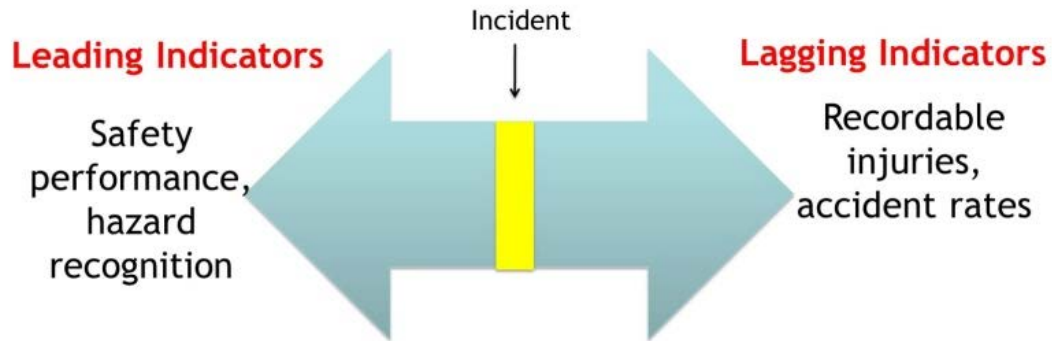
# 1. Establish a Clear Communication Strategy

A well thought out plan for both **internal** and **external** communication.

98% of U.S. enterprises in the Construction Industry have fewer than 100 employees. - [US Census](#)



## 2. Designed to Measure Performance



### Leading

- Employee turnover rate.
- 3<sup>rd</sup> Party certifications achieved.
- Completed vs. expected trainings.
- Completed vs. scheduled inspections.
- New/enhanced safety controls implemented.
- Observations/investigation results.
- Risk assessments and job hazard analyses.
- Employee perception surveys.

### Lagging

- Injury frequency and severity.
- Near misses (frequency, trend).
- Fatality or other accidents.
- Lost workday rate.
- Chemical releases.
- OSHA citations (number and type).
- Worker's Comp. claims and trends.
- Experience Mod. Rate (and changes).

### 3. Incorporate a Risk-Ranking Process

- Contractors come in various sizes, capabilities, risk profiles.
- Classify risks according to pre-set criteria and matrix.
  - Potential adverse consequences.
  - Frequency, duration and / or scope of work.
  - High, medium and low risk.
- Re-evaluate / adjust contractor risk periodically.

# ISN Publication: Best-in-Class Contractor Management

For access to the full Whitepaper, request a copy at: <https://www.isnetworld.com/Publications>



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10 Elements For Benchmarking Your Strategy 3

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