



Vendor Management Qualification Process Overview

Governing Objective:

It is of paramount importance to Penn West that all employees, contractors and vendors who provide products and services to Penn West are ensured a safe, healthy and productive work environment and that all such persons strive to ensure the health and safety of each other, the public and the environment.

To maintain an approved status for on-site work at Penn West, a Vendor must continuously meet the following requirements:

1. Penn West Employee Sponsorship established

The Penn West Sponsor is the employee who calls the work and maintains the business case for using a Vendor.

2. Vendor Requirements Met and Verified:

The Penn West Vendor requirements are based on industry standards in the regions that Penn West operates and the requirements are verified by organizations that Penn West recognizes.

- **ISNetworld Subscription - www.isn.ca**

ISNetworld is an online system that provides a structured platform for the Vendor to enter key safety and risk management information for verification by ISNetworld and viewing by Penn West. Each Vendor pays for an annual subscription based on the number of employees in the company starting at \$700 for companies with under 10 employees. Penn West pays \$27,500 annually for ISNetworld. All pricing is available at the ISNetworld web site.

- **Workers' Compensation**

WCB Clearance Letter & WCB Rate Sheet verified within ISNetworld for all provinces where Vendor works for Penn West

Penn West imports the daily WCB clearance status per province from ISNetworld to update the Penn West Vendors List. Annually, Penn West looks for the WCB Rate Sheet to be uploaded and verified to generate an overall safety performance grading for a Vendor.

- **COR/SECOR**

Active COR/SECOR Certificate posted within ISNetworld

The Certificate of Recognition (COR) or Small Employer COR (SECOR) is a review of a Vendor's safety program and how they implement it. These audits are performed by organizations recognized by the provincial organizations that issue the COR/SECOR Certificates (example: Enform). SECOR is a self-audit system for companies with 10 and under employees. It can take from 3 to 18 months to achieve certification and cost from \$800 up depending on the scope of work required and audit organization chosen. Certification is maintained on an annual or three year cycle depending on the certification type.



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- **Pre-Qualification Questions**

Industry standard Health Safety and Environment (HSE) questions meeting Penn West's requirements answered within ISNetwork (including quarterly safety statistics)
Penn West has selected a set of questions from within the ISNetwork system that highlight the areas of HSE interest for Penn West. Within ISNetwork, the Vendor is provided a grading relative to the way they answer the Penn West questions. Of particular importance is the information provided for the last three years of safety performance and WCB claim history.

- **Standards and Legislation Compliance**

Safety Management Program meeting Penn West's requirements verified within ISNetwork

ISNetwork reviews in detail each section of a Vendors HSE manual as it relates to the provincial standards and legislation for the work types declared by the Vendor. Although an intense process, the Vendor is made aware of the specific requirements for their industry and service type.

- **Insurance**

Certificate of Insurance meeting Penn West's requirements verified through ISNetwork

Penn West looks for all Vendors to carry insurance that adequately covers the work performed. This typically includes Commercial General Liability and Automobile Insurance with a limit of at least \$2 million per occurrence. Other types of insurance may also be required based on the type of work performed. All requirements are clearly laid out and verified within the ISNetwork system

3. Penn West Master Service Agreement (MSA) executed

Penn West's agreement covers all of the standard business terms and conditions for working with Penn West including the governing policies. The Penn West Policies can also be found at the Penn West web site www.pennwest.com. An agreement must be in place before engaging any on-site work with Penn West.

**For all Penn West Vendor inquiries contact: vendors@pennwest.com
or (403) 693-2829.**

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Penn West's Implementation of ISNetworld (www.isnetworld.ca)

Subscribing

Vendors can contact ISNetworld directly to setup a subscription. An account will be setup once payment is completed and the Vendor should allow several weeks for this to occur.

Setup

ISNetworld provides training over the phone, through user groups, and on-line. Vendors are encouraged to take the training to ensure that they can get the full value from a subscription. The entire ISNetworld system covers a wide range of material that accommodates a number of clients. During training, inquire how to focus specifically on the areas of interest to Penn West.

Posting Documents

The Vendor can submit their own material or have it done on their behalf. WCB Clearance Letters and Rate Sheets, COR/SECOR Certificates, Certificates of Insurance, HSE Manuals, Certificates of Incorporation, and other corporate material can be loaded directly by the Vendor if they have a scanner or sent to ISNetworld for posting. It's worth spending the time to get a good clear scanned copy of key documents to post onto the system directly as this will make verification much faster and easier for Penn West to review the material.

Connecting to Penn West

Once the following steps are complete in ISNetworld, e-mail vendors@pennwest.com to inquire about being linked to the Penn West account:

- Vendor's contacts and work types added
- Provincial WCB Clearances and primary WCB Rate Sheet setup
- COR/SECOR certificate posted

After the linkage to Penn West is made in ISNetworld, you will be able to upload your insurance information and then answer the specific questions that Penn West is focused on. If you plan to connect to several clients in ISNetworld, you can start answering the questions right away and complete all that apply to your company.

Tips

- Setup your full legal name as your ISNetworld name. A numbered company should list both the legal company name exactly as it appears on your Certificate of Incorporation and then o/a (operating as) your trade name. This will ensure that your supporting documents for insurance and WCB all align.
- Setup your Insurance Broker to have access to your account specifically for posting insurance information. Ask ISNetworld how to set this up. It can save time.
- Make sure to review the Penn West Insurance Requirements overview provided at the start of the insurance section with your Insurance Broker before loading the Certificate of Insurance.
- The RAVS (Safety Manual review) feature in ISNetworld can be worked on over time to improve your ISNetworld grading relative to Penn West but should be focused on after everything outlined above is complete.

ISNetworld can be contacted through www.isn.com or 1-800-976-1303.