



Contractor Verification Skills and Knowledge

Frequently Asked Questions 5.0

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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
• ISNetworld	• ISN
• Single Point of Contact	• SPOC
• Review and Verification Services	• RAVS
• Contractor Assessment Retention	• CAR
• General Non-Verified	• GNV
• Management System Questionnaire	• MSQ

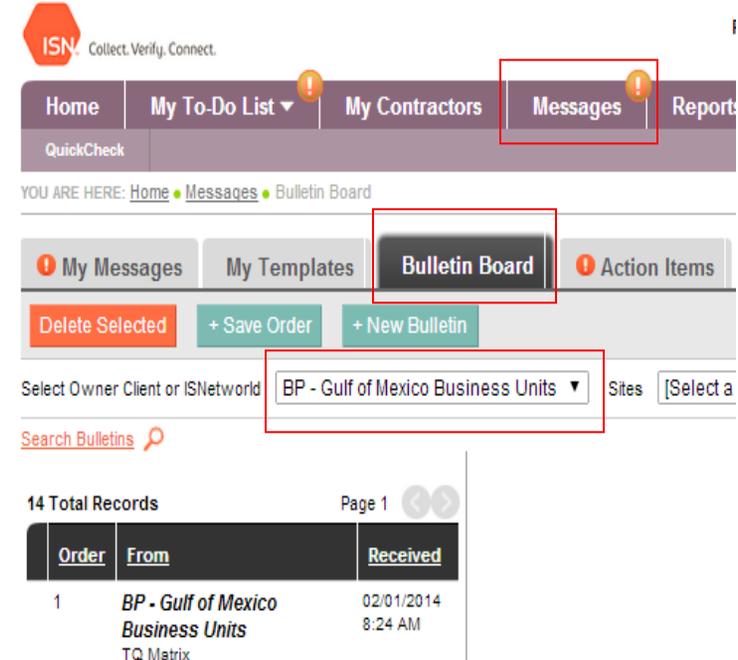
Training Validity Periods

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 refreshed every 4 years
Dec 31st	Each Calendar Year	Training must be completed by December 31st each year

Messages on ISN Bulletin Board

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

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



The screenshot shows the ISN Bulletin Board interface. The navigation menu includes Home, My To-Do List, My Contractors, Messages, and Reports. The Messages section is highlighted with a red box. Below the navigation, the breadcrumb trail reads 'YOU ARE HERE: Home • Messages • Bulletin Board'. The main content area shows 'My Messages', 'My Templates', 'Bulletin Board', and 'Action Items'. The 'Bulletin Board' tab is highlighted with a red box. Below the tabs, there are buttons for 'Delete Selected', '+ Save Order', and '+ New Bulletin'. A dropdown menu for 'Select Owner Client or ISNetworld' is open, showing 'BP - Gulf of Mexico Business Units' selected, highlighted with a red box. Below the dropdown, there is a search bar for 'Search Bulletins'. The results section shows '14 Total Records' and 'Page 1'. A table displays the following record:

Order	From	Received
1	BP - Gulf of Mexico Business Units TQ Matrix	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
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.

Bulletin Board Message	Description
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.
Updating a TQ Date	Explains how to update Non-Verified Training Qualification dates within ISN.

General Questions

Are resources available to help BP contractors?

There is an SK (Skills and Knowledge) Review Verifier and a TQ (Training Qualifications) Matrix Verifier assigned to each contractor. You may contact the respective person accordingly or you can always send an email to 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) to perform work activities. Domestic services are currently the only exception.

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, vessel, 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 Contractor Verification 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, vessel 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 are not going offshore, there is no immediate need to complete this process. The completion of the SK Review and TQ Matrix will be a prerequisite to work for BP OCS facilities within GoM.

What are the priorities of completing BP’s Contractor Safety Management requirements in ISN?

If you are new to ISN, below is the guidance on the timing it should take to complete each requirement and priorities of the requirements in ISN.

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 SEMS CV Project Team of the new SPOC’s contact information BPGoMSEMSCV@bp.com as soon as it changes.

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.

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

Once you have completed the SK Review, the BP team will inform you of your status and whether there are conformance gaps. An agreed to corrective action plan along with due dates will be implemented to address gaps. After all corrective actions have been closed out, you will receive an SK Review Close Out letter.

How is my data evaluated and with what criteria?

Upon receipt of your completed SK Review, your responses and attached documentation will be assessed for conformance. Ultimately, the SK Review is graded as a pass/fail meaning that you either conformed as required or you did not. We expect that many contractors may have a few areas requiring corrective actions, and as long as we can correct them in a suitable time frame, a pass grade will be given when the corrective actions are completed. Please refer to the “SK Review Audit Protocol” document to aide 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 project is complete the SK Review will become part of BP’s current HSE audit, Contractor Assessment Retention (CAR). This will need to be re-assessed every five years.

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

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. Within Operate State, the SK Review will be integrated with the CAR process which will reduce the overlap.

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.

Will BP visit me onsite as part of this process?

Contractors who perform higher risk roles should expect a site visit as part of this process. BP will inform you if this is required and set up a suitable time. Two examples of higher risk roles are drilling and crane operation.

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 ISNworld’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 ISNworld.

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 Contractor Verification 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 your own 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.)

What will happen during a site visit?

The Verifier will review all submitted information for each question of the SK Review. A review will be conducted on any submitted Action Items.

What 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 response includes 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 the 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 the SK Review Audit Protocol guidance document 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 should update ISNetworld at the same time you update your existing tracking system. Employees will eventually need to be current in ISNetworld in order 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?

BP will not be using the ISN card feature at this time. We do intend to review if this is a practical option for BP in the future.

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.

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.

Will training qualifications 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 ISNetworld Bulletin Board.

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

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

What sort of training is 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 ISNetworld Bulletin Board.

Will BP provide renewal classes for these annuals?

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 ISNetworld Bulletin Board.

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

Not in general. Training should be consistent with 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 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 for subsequent years as long as it is 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 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 ISNetworld's Bulletin Board.

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. For example, 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.

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

Why are OSHA and other regulatory standards referenced?

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

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.

Will the documents entered into ISN's Training Manager suffice as TQ documentation?

Yes, however, please refer to the 'TRNG Mgr to TRNG Qualls' guide to authorize ISNetworld to enable the TQ Verifier to obtain access to the training documents in the Training Manager module. Your ISN Representative can assist you if necessary.

How do I get registered with iLogistics?

iLogistics is a registry and it does not require training, but rather that your employees are registered in iLogistics before going 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, your company's iLogistics Focal Point is the only user who can deactivate and reactivate profiles. If you have any questions in regards to iLogistics please direct them to teleios@bp.com or 281-366-8977. The inbox and phone line is managed from 0700-1700 CST Monday through Friday.

What if an employee no longer works for my company but is still 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 refer to the document "TQ Setup" on the ISNetworld Bulletin Board.

* See courses with contractor's own policy, which are an exception.

TQ Assurance Spot Check

Can I go through the TQ assurance spot check voluntarily?

No. The employees are randomly chosen for spot check. Please refer to the "TQ Assurance Spot Check" document on the ISN Bulletin Board.

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 set up 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 documentation is acceptable?

Training History Record, Sign-In Sheet, Computer Based Training (CBT), Certificates that contain 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 the employee's name, date of the assessment, role of the employee, and the 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 attached/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?

In the operational mode, a company can be randomly selected for the spot check if they have already completed the spot check in project mode. Please note, an employee previously selected may be selected multiple times in a given year.

If our company gets 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 ISNetworld. Please refer to the "Forward ISN Msgs to Email" located on the ISNetworld 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 Monthly Non-Conformance Report and reviewed with management.

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 History 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 added in 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. ISNetworld 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.*

What is ISN?

ISN provides an online contractor management database (ISNetworld) 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 ISNetworld 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?

Pricing can be found at this link:

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

How does my company add BP to our ISNworld 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.

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. ISNworld 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 ISNworld until your company renews your subscription.

What 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 ISNworld. A hierarchy structure consists of a primary account and subsidiary accounts. Benefits of a hierarchy subscription may 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. Completion of the required portions of the MSQ is intended to satisfy the questionnaire requirements for all connected Hiring Clients. In general, 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.

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

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. RAVS is intended to allow:

- An HSE professional to review a contractor's programs for accuracy and basic compliance
- A standardized process for the contractor's connected Hiring Clients
- A potential Hiring Client to see evidence of the contractor's safety programs

Does ISN track/house individual level data?

Yes, ISNtrack 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 ISNtrack. 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 ISNtrack. 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.

How is my data evaluated and what criteria are reviewed?

The criteria depend on the requirements that 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.

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

ISNtrack 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 ISNtrack 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.