



ISNetworld® Guide: How to Get and Keep Your Compliance

ISNetworld® has grown into a global leader in supplier and contractor management. Claiming to connect nearly 700 Hiring Clients with more than 75,000 contractors and suppliers, it's no wonder this database only continues to grow in popularity.

Businesses typically seek out ISNetworld® compliance at the request of a current client, or in hopes of connecting with an increasing number of better-paying organizations. However, between the lengthy application and the specific certification requirements, many businesses find the process time consuming and frustrating.

Luckily, we've compiled this step-by-step guide to help you earn and keep your ISNetworld® certification.





What are Procurement Databases?



Safety procurement databases, like ISNetworld®, store information related to the procurement of safety equipment, supplies, and services. These databases can benefit organizations by speeding up project timelines but can also complicate logistics for small businesses.

ISNetworld® isn't the only procurement site available. There are other options like Avetta and Veriforce, and large operators can choose their preferred site to work within. While certain options can meet different business needs better than others, this range can result in contractors paying for multiple memberships for different procurement databases, depending on their number of clients.

Since each site has its own set of regulations and required information, applying to multiple procurement sites can lead to mountains of work. Beyond that, each certification will need to be maintained and closely monitored, or you risk losing your membership altogether.



What is ISNetworld®?





ISNetworld® is a global online procurement database that is often required in several industries, including oil, gas, electric, wind, manufacturing, and packaging. This database aids in managing connections between contractors and suppliers by streamlining the prequalification of workers and managing safety compliance.

This in-depth database allows companies to manage their contractor and supplier data, share sensitive and important compliance documentation, and maintain records of compliance with industry and

government standards. Businesses that are approved for membership gain access to the extensive ISNetworld® contractor list and are able to build lucrative business connections easily.

Not only does ISNetworld® simplify the process of evaluating and selecting contractors and suppliers to work with, but the platform also offers a variety of tools to help manage these relationships. Resources like incident reporting, performance management, and safety training can mitigate communication pitfalls and missed deadlines.



What are Other Procurement Databases?

While ISNetworld® may be the procurement site you're most familiar with, there are four other popular databases that varying industries and businesses rely on. It's important to understand each option, in case a client requests you gain a certification other than ISNetworld® compliance.

Avetta

[Avetta is a comprehensive compliance management system](#) used by several industries, including construction, healthcare, and manufacturing. This database helps businesses ensure they meet safety standards and regulations, covering everything from quality control to workplace safety.

Avetta helps manage contractor and supplier relationships, as well as qualifications, requirements, training, and site access for workers and employees. Earning your Avetta certification can help you avoid fines and penalties, protect workers from injury, and assist you in maintaining a good reputation with customers and clients.

Veriforce

[Veriforce](#) is similar to both Avetta and ISNetworld® in that it is an integrated compliance solution designed to manage the relationships between hiring clients and their contractors, vendors, or suppliers. They

highlight their skills in risk management, promising hiring clients full visibility into their supply chain at the company, worker, and worksite level.

Hiring clients primarily turn to Veriforce for a transparent assessment of the safety compliance of their contractors and suppliers, looking for pre-vetted businesses to work with quickly.

VeroDMS

[VERO](#) is a contractor safety management database focused on streamlining data and promoting a zero-incident workplace. Developed by safety experts, this software tool simplifies record keeping by offering easy-to-manage modules like contractor qualification, work hours reporting, incident reporting, track training, and insurance certificate management.

ComplyWorks

[ComplyWorks](#) boasts almost 100,000 users and about 400 hiring clients, making this the second biggest compliance management system after ISNetworld®. They offer essential tools like supplier management, bid management, worker training, audits, and preventative maintenance, while also being able to help track third-party contractor certifications and verify compliance information. ComplyWorks runs the gamut of compliance and safety tracking, and claims to offer the most affordable pricing in the market.



What are the Benefits of Getting ISNetworld® Compliant?



While there are a few available options for compliance management softwares, there are several key reasons why contractors should spend their time getting compliant certified by ISNetworld®.

Access to work

ISNetworld® is the sole procurement database used by many lucrative industries, including all energy sectors and even some supply chains. Many companies rely on the contractor and supplier pre qualification to ensure safety compliance, and won't use any other procurement site. Contractors who don't earn ISNetworld® compliance lose out on access to a plethora of jobs and contracts, as well as the chance to build lasting business relationships.

Competitive advantage

Contractors who are compliant certified by ISNetworld® set themselves apart by demonstrating a commitment to safety and compliance. By proving you are up-to-date on all certifications, trainings, and other industry safety standards, companies can easily trust your abilities and are more likely to offer higher paying contracts.

Streamlining the procurement process

Once your account is set up and finalized, all of your hiring data is stored in the database. That means companies can easily access and review your compliance and safety information, streamlining the hiring process and expediting the start date of your next job.

Compliance with industry and government regulations

ISNetworld® strictly monitors its members' compliance and ensures only up-to-date and qualified contractors are accessible. While this does require some maintenance of your account, it also helps ensure that you remain compliant with industry and government regulations, in turn helping you avoid penalties and fines.

Improved safety

ISNetworld® prioritizes continued safety by offering a variety of resources and tools to help contractors improve their safety performance. Online trainings and certifications can help you stand out against the crowd and can lead to fewer incidents and injuries on the job.





How to Get ISNetworld® Compliant



Getting ISNetworld® compliance certified requires time, patience, and access to important documentation. Although the task can be daunting, we've broken down the process for contractors into the following six steps:

1

Sign up for an ISNetworld® account: The first, potentially obvious, step is to sign up for an ISNetworld® account. You can achieve this by visiting the ISNetworld® website, selecting “Customer Sign Up” from the dropdown menu, and following the account creation steps.

2

Complete the compliance questionnaire: Once an account has been created, the contractor will need to complete the ISNetworld® compliance questionnaire. This questionnaire will ask for information about the contractor's safety policies, procedures, and training, as well as information about the contractor's compliance with industry and government regulations. This questionnaire can have anywhere between 800 to 2000 questions, based on the specific needs of the hiring client. Take your time filling this out and ensure all information is accurate to your best knowledge.

3

Submit required documentation: After submitting the questionnaire, contractors will need to submit documentation that supports the information provided in the compliance questionnaire. This may include policies, procedures, and training records, as well as safety compliance records, such as OSHA 300 logs, safety audits, and certifications.





4

Pass an on-site audit: ISNetworld® will conduct an on-site audit of the contractor's safety and compliance procedures. This audit is used to verify the information provided in the questionnaire and to ensure that the contractor's safety and compliance practices meet ISNetworld® standards. Any safety concerns found will need to be addressed before moving on to the next step, and may require you to start your application process over.

5

Achieve a passing score: ISNetworld® will assign you a score based on the information provided in the questionnaire and the results of the audit. To become ISNetworld® compliance certified, the contractor must achieve a passing score of either an A or B rating.

6

Maintain compliance: Unfortunately, the work isn't over once you earn that certification. Contractors will still need to maintain compliance by regularly updating information on ISNetworld® and passing any future re-audits.

There's no doubt that earning your compliance certification through ISNetworld® will cost you lots of time and maybe a gray hair or two. But between the membership fee, cost of accessing the necessary documentation, and associated costs of the on-site audit, contractors may face a sizable monetary cost as well.



ISNetworld® Pricing

The exact cost of earning and maintaining an ISNetworld® compliance certification will vary greatly depending on the size of the contractor's company, the number of employees that need access to the site, and the specific ISNetworld® services required.

There is an annual subscription fee with [different pricing tiers](#) for small, medium, and large companies, along with a one-time setup fee. For one individual contractor or supplier, the annual fee is \$800 with a \$170 one-time fee. For a contractor with 100 employees, the annual fee shoots up to \$6,750 with a one-time fee of \$1,350. Pricing continues to grow with the size of your company—a company of 1,000 employees pays \$22,500 annually, and \$2,500 once the first year.

Beyond the membership fee, contractors may incur additional costs. This can include the cost of the on-site audit, which will vary depending on location and size, as well as the price of updating safety policies and procedures, training employees to reach compliance, and maintaining accurate safety compliance records.

To get a better idea of what your unique costs may be, visit the ISNetworld® site or contact them directly for more information.





Common Challenges to Staying ISNetworld® Compliant



The cost and application process is only half the battle when it comes to ISNetworld® compliance. Due to the complicated nature of this database and the application requirements, there are a few key pitfalls that many businesses run into when trying to earn their ISNetworld® compliance certification. Let's delve into the three most common challenges and how best to avoid them.

OSHA citations and ISNetworld® compliance

ISNetworld® determines your final letter grade rating based on a number of factors, one of which is the number of OSHA citations received in the last three years. All OSHA citations are public record, so there's unfortunately no way to hide these citations from ISNetworld® or get the deductions removed from your ISNetworld® safety record.

In addition to OSHA citations, ISNetworld® considers loss history and workplace injuries in your final score. This means if you received a recent OSHA citation related to a workplace injury, your score will not only suffer from the citation itself but due to the injury as well.

For example, a company that experiences a work-related fatality may see 10 points deducted from their total score. However, ISNetworld® gives more weight to OSHA citations when determining your safety compliance score. So, if there's an OSHA citation related to that fatal incident, there could be an additional 25-point deduction from your score.

Contractors and suppliers must always keep OSHA compliance guidelines in mind. Not only do OSHA citations hurt your business's reputation and cost you in fees, but they can also impede you from earning ISNetworld® compliance certification for up to three years.



Paperwork rejections

A frustrating, yet common, pitfall that can slow or prevent you from gaining ISNetworld® compliance is rejected paperwork. Over the course of the extensive application process, a substantial amount of important documentation will be requested and any major or minor error in these documents can seriously hinder your chances.

Common reasons for rejected paperwork include:

1. Incomplete or inaccurate information: Every aspect of the ISNetworld® compliance questionnaire, as well as the supplemental documentation submitted with it, must be complete and accurate. Missing or inaccurate information will result in a rejection. Be sure to double check all important information, including policy numbers and correctly spelled names.

2. Lack of supporting documentation: The ISNetworld® compliance questionnaire requires contractors to provide documentation that supports the information provided. If the necessary documentation is not submitted, the paperwork may be rejected.

3. Outdated policies and procedures: The compliance questionnaire also requires contractors to provide information about their safety policies

and procedures. If it's found that these policies and procedures are outdated, the paperwork may be rejected.

4. Non-compliance with industry and government regulations: Contractors will need to provide information about their compliance with industry and government regulations, proving they have an understanding of the related safety standards. If the contractor is found to be non-compliant, the paperwork may be rejected.

5. Insufficient safety performance: Contractors are expected to share information about their safety performance, such as incident rates and safety audits. If a recent safety audit uncovered any safety concerns, put a corrective action plan into place immediately and create physical documentation of the change to share with ISNetworld®. Your paperwork may be rejected if your safety history is incomplete or if you have a proven track record of poor workplace safety.

6. Non-conformity with ISNetworld® standards: The ISNetworld® compliance questionnaire and the on-site audit are used to verify the contractor's safety and compliance practices meet ISNetworld® standards. If the contractor does not conform to these standards, the paperwork may be rejected. It's important to take the time to carefully review the

ISNetworld® compliance questionnaire and the documentation requirements, and ensure that all of the information and documentation provided is complete, accurate, and up to date.

- Misspelled company names
- Incorrect or improperly listed company address
- Name of the contractor registered with ISNetworld® does not exactly match the name listed on the insurance certificate
- Requirement to notify owner-operator of policy cancellation was not stated on the certificate of insurance
- Missing policy types
- Inadequate policy limits
- Language of the waiver of subrogation does not exactly match the requirements

Insurance agents can assist in confirming that the information on your certificate of insurance meets the requirements of your partnership. ISNetworld® allows agents to log into your account with your express permission, where they can upload insurance documents on your behalf and double check the accuracy of your paperwork.





How to Maintain ISNetworld® Compliance





All of the time, effort, and money that goes into opening your ISNetworld® account and earning a passing score is wasted if you don't maintain your compliance. It can be frustrating to stay on top of your account and continuously ensure the information is up to date, but losing your compliance certification and starting from scratch is even worse.

While it would be ideal if you only needed to pass the compliance test once, the reality is maintenance of your ISNetworld® compliance is an essential step in keeping your compliance certification. Here are a few of our top tips for ensuring you maintain your ISNetworld® compliance.

Regularly submit required documentation

Throughout the year you will be required to upload and comply with additional ISNetworld® compliance client requirements. Additional safety documentation may be needed, including client-specific documents, additional MSQ® questions, additional ISNetworld® safety programs, additional ISNetworld® safety training, operator qualification (OQ), and certificates of insurance for each client. Make sure you are staying on top of upcoming deadlines, especially when starting work with a new client or beginning a new contract.

Demonstrate ongoing compliance

You must continue to uphold ISNetworld®'s safety compliance standards. Always keep documentation and records of trainings or safety seminars, corrective action plans, and improved safety processes.

Maintain accurate and complete information

ISNetworld® will continue to confirm the accuracy and viability of your documentation throughout the year. If any changes are made to policies, procedures, or working relationships, you must update your account to reflect this new information.

Manage and track safety incidents

Continue to track safety incidents within your ISNetworld® account to show transparency. If ISNetworld® conducts a safety audit and finds an incident was not tracked in their database, they will consider you out of compliance. This includes managing and following up with past safety incidents to show evidence of the steps taken to avoid future accidents.

Keep up with paperwork

On an annual basis, you must update certificates of insurance for all of your clients, track Experience Modification Rates (EMR), and maintain accurate OSHA 300 and OSHA 300A logs.

Pass audits

You must pass any safety audit that is conducted after you earn your compliance certification. Keep OSHA standards in mind and conduct internal audits to stay on top of any safety concerns on your site.



How a Safety Consultant Can Help



It's evident that earning and maintaining a compliance certification through ISNetworld® can be an all-consuming task. For many business owners and contractors, the immense time commitment itself places ISNetworld® certification out of reach.

Considering how many major industry players rely on third-party procurement services like ISNetworld®, not earning that compliance certification could cost you big-name contracts and lucrative business relationships.

Having an experienced safety consultant with specific knowledge of ISNetworld® can reduce errors and requests for more information, and help you design your programs to generate a higher rating. ISNetworld® consultants can monitor your account over each year to ensure your company information remains updated, and remind you of important deadlines and impending audits.

Prioritizing your rating and aiming for a high score helps you stand a better chance of being noticed by larger companies looking to hire the most qualified contractors. By relying on years of expertise working with procurement database sites like ISNetworld®, a dedicated safety consultant can give you an advantage over your competitors.

While some contractors turn to professional help from the start, others will reach out once they've applied and received a laundry list of corrective actions they're expected to address. Additionally, contractors who risk losing out on a key client or job will ask for help to expedite the process. Wherever you're starting from, a safety consultant can typically complete your ISNetworld® application within three days, with an additional 7-14 days needed for the site review, critique, and response.





Conclusion





Earning a compliance approval through ISNetworld® can make all the difference in your long-term business goals. Contractors who earn and maintain their compliance certificate see an increase in better-quality contracts and higher-paying jobs.

Don't let daunting administrative work get in between you and your next big client. From opening your account and completing the intense questionnaire

to finalizing and uploading documentation and addressing safety concerns, a qualified safety consultant can take all the stress out of getting ISNetworld® certified.

If you're ready to open up your business to a network of industry leaders, reach out today to find out how a SafetyPro consultant can help you gain your ISNetworld® compliance.



SafetyPro Resources was founded by and is led by President, Lance Roux. When it comes to workplace safety in Louisiana, Texas and along the Gulf Coast, Lance Roux is a familiar name. He has over two decades of safety leadership experience in the area.

A strong safety program requires more than a compliant handbook and proper recordkeeping. If you truly want to prevent injuries you need to make sure your training is thorough and safety policies are carried out. SafetyPro Resources is here to help you do that. We offer customized services, so you only pay for the services you need and for the time period they are needed.

[Schedule a free consultation](#)