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# Introduction

Purpose

The contents of this document supplement RSSI 01-65, Contractor Safety Program. The Contractor Onboarding Guide details the contractor safety program elements for selecting and onboarding contractors.

Scope

The Contractor Onboarding Guide applies to all personnel, employees and contractors, that conduct work at the refinery to include routine activities, turnarounds, capital projects, major projects, Logistics and other work on refinery property.

Acknowledgement

It is understood that when all involved parties have agreed contractually, they have reviewed this document and agreed comply with the requirements.

# Commercial Requirements

Ensure that a fully executed agreement is in place prior to any start of work and submit W-9 to Procurement. Follow up to verify that the W-9 has been added to SAP. Ensure that an approved PO has been issued prior to start of work and always be sure to invoice with 90 days.

For TRACK vendors, ensure that TRACK account has been established and all personnel entries made and verify that all labor hours are entered into TRACK and not submitted by paper.

# Onboarding Requirements per Work Type

The refinery evaluates the scope of work activities to determine which requirements must be completed. The Contractor Work Code Matrix lists each work type and lists the applicable work type level. There are two levels of work types based on the risk level of the tasks being performed.

Generally, Level 1 applies to visitors and contract employees with work activities that do not involve working in process units or other restricted areas, and do not conduct medium or high-risk work. Level 2 applies to contract employees with work activities that involve working in process units or other restricted areas and conduct medium or high-risk work. The use of tools and/or working in process units or other restricted areas is typically the qualifier for Level 2 work.

The table below outlines the typical requirements per work type level. Use other sections of this guide for additional details of each requirement.

|  |  |
| --- | --- |
| **At minimum, Level 1 work types shall:** | **At minimum, Level 2 work types shall:** |
| * Enroll/Participate in Tang & Company   + Drug and Alcohol Screening\*   + Background Check\* * Vehicle Authorization and Liability Coverage\* * Visitor/Vendor Video * Other job specific training per job activities\* | * Enroll/Participate in ISNetworld * Enroll/Participate   + Drug and Alcohol Screening   + Background Check   + Safety training   + Site Specific Orientation   + Confined Space Attendant (if applicable)   + Fire Watch (if applicable)   + Alky Orientation and Walkthrough (if applicable)   + Permit to Work (if applicable) * Vehicle Authorization and Liability Coverage * Other job specific training per job activities |
| **Exemptions from Level 1 requirements**   * Visitors and Contract employees that will only be onsite for meetings, training, etc. and no work will involve tools or entry to process areas may be exempt from onboarding requirements shown with an asterisk. Refinery employee escort is required. If the visitor or contract employee drives a vehicle into the refinery the   Vehicle Authorization and Liability coverage may not be waived. | **Exemptions from Level 2 requirements**   * Exemptions from these requirements may be granted for emergency work activities and on a case by case basis. Exemptions will not be granted without detailed justification as to why an onboarding requirement cannot be met. |

# ISNetworld Participation

ISNetworld (ISN) is our 3rd party administrator for reviewing safety programs and performance. Contract and Sub- Contract companies shall participate in ISNetworld if they are required per the work type they conduct. Refer to the Work Code Matrix to review specific work types to determine in ISNetworld is required.

If the contract company does not have an account they can establish one [https://www.isnetworld.com](https://www.isnetworld.com/) to get started.

An acceptable grade ("A" or "B") for a contractor’s status acts as the authorization for Procurement to begin the process of establishing a contractual relationship with the contractor. This may include, but not be limited to, adding the contractor to the Approved Vendor List (AVL), submit request for pricing for either a specific project or the establishment of a Master Services Agreement, issuance of a Purchase Order for specific type of work or establish the contractor as a strategic supplier.

A deficient grade will require additional review and approval prior to any contractual agreement. An “C" grade signifies that the contractor cannot meet the qualification criteria and will not be approved to conduct work onsite without variance approval from refinery leadership. An “F" grade signifies that the contractor cannot meet the qualification criteria and will not be approved to conduct work onsite without variance approval from refinery leadership and corporate leadership.

|  |  |  |
| --- | --- | --- |
| **ISNetworld Grading Components** | | |
| Fatalities  Incident Rate(TRIR) Company 3 Year History | HSE Questionnaire Citations | Experience Modifier Rate(EMR) Written Safety Programs (RAVS) |

The refinery strives to use contractors with an outstanding safety performance. However, where the evaluation indicates gaps in the contract company’s safety performance, the refinery shall work with the contractor to address areas of concern to provide support and oversight as necessary to ensure a safe and successful execution of their on-site service. This increased oversight may require development and implementation of more stringent safe work practices. The increased measures initiated by the refinery shall be proportional to the potential risk implied by the contracted work.

There are circumstances that may exclude the requirement for ISNetworld participation. These situations will be evaluated on a case by case basis. Example situations may include duration of job, cost of job, and size of company. Consult with your refinery job rep/point of contact for additional details.

All fees and expenses related to ISNetworld is the responsibility of the contract company.

# Drug and Alcohol Screening, and Background Checks

Participation in an approved Drug and Alcohol testing program (OSCA or DISA) is required for any contract or subcontract employee accessing the refinery to perform work. Contract employees must deliver evidence of active enrollment to Security at time of badging. Failure to produce evidence of enrollment will result in not receiving a badge. Examples of evidence may include: A printed screenshot of OSCA/ASAP or DISA showing active status.

# Tang & Company Participation

Tang & Company is a 3rd party administrator for required training, drug and alcohol screening, and background checks. There are two areas within Tang & Company which a contract company may be required to participate. Occupational Safety Councils of America (OSCA) handles the required training and ASAP Drug Solutions handles the drug and alcohol screening and background check. When your account is set up, your company administrator will be able to schedule required training and track status of requirements. It is important that the requirements remain active to avoid any distribution of work activities.

Access to the refinery will only be granted if all requirements are current and active. This includes training documentation, drug and alcohol screening, and background checks.

Contract companies can establish an account by visiting [www.tangandcompany.com](http://www.tangandcompany.com/) or by calling (866) 699-2727 or

(562) 624-2720. You can also request the Tang and Company Enrollment Package from your refinery point of contact.

All fees and expenses related to Tang & Company participation is the responsibility of the contract company.

# DISA Global Solutions Participation

DISA is a 3rd party administrator utilized for drug and alcohol screening and background checks. Required training must still be satisfied with OSCA. Contract companies can establish an account by visiting [www.disa.com](http://www.disa.com) or by calling (281) 673-2530 for D&A and Background checks.

All fees and expenses related to DISA Global Solutions participation is the responsibility of the contract company.

# Contract Company Safety Representative

A dedicated full time Contract Company Safety Representative may be required at the discretion of the refinery Health and Safety department. Justification for this requirement may be due to the following factors, but not limited to:

* Personnel working with a covered process
* Personnel working adjacent to a covered process
* Significant refinery project activities
* Current or previous safety performance
* Job Hazards - Medium or High-risk tasks/jobs
* Requirement per Contractor variance
* Simultaneous Operations (SIMOPS) due to other refinery projects or work loads

## 1.1 Safety Representatives/Professionals

|  |  |
| --- | --- |
| **Contractor Safety Professional Staffing Requirement** |  |
| **Safety Professionals**  **(Number)** | **Work Force Size**  **(All Employees)** |
| **Dual Role** F,{f0ed041d-5e5a-4975-8e97-70acb813da04}{122},0.6666667,0.6666667 | 0-20 personnel |
| **1** | 21-50 personnel |
| **2** | 51-175 personnel |
| **3** | 176-400 personnel |
| **TBD based on the scope of work** | >400 personnel |

Prior to beginning work at the refinery, Safety Professional Resumes must be submitted to Marathon HESS for approval.

Minimum qualifications shall include, but not limited to:

* Certification(s) through a recognized safety and health organization/association (e.g. OSHA 501, 502, 511, 512)
* Relevant safety experience working in chemical or petroleum refining or similar industry

Preferred qualifications shall include, but not limited to:

* Certification(s) through the Board of Certified Safety Professionals (BCSP)
* Occupational Safety, Industrial Hygiene University or related degrees

Minimum qualifications shall include, but not limited to:

* Certification(s) through a recognized safety and health organization/association (e.g. OSHA 501)
* Relevant safety experience working in chemical or petroleum refining or similar industry
* Bachelor’s degree in a safety and health related field

Additional Specific Qualifications shall include, but not limited to:

* Electrical training - NFPA 70e Qualified person
* Crane training - NCCO
* Forklift training
* First Aid/CPR training
* OSHA 10-hour General Industry or OSHA 10-hour Construction
* Respiratory Fit Test and Questionnaire
* Confined Space Rescue or attendant

Job expectations and responsibilities are detailed in RSSI 01-65.

# Drug and Alcohol Screening

Contract and subcontract companies that are required to participate in drug and alcohol screening must enroll in ASAP Drug Solutions or DISA Global Solutons as the Third-Party Administrators. Complete all required paperwork and drug/alcohol screening at an approved location. Enrollment establishes the requirement for random screening. It is expected that when a contractor is randomly selected that they appear for screening at an approved location within the required timeframe. Failure to participate will result in a re-test status and access to the refinery will be revoked.

The refinery reserves the right to request post incident, and for cause testing of any employees or any contract personnel at any time.

All fees and expenses related to Drug and Alcohol screening is the responsibility of the contract company. Screening locations

Contact companies shall contact Tang & Company for ASAPCC or DISA Global Solutions for approved testing locations located throughout the United States.

|  |  |  |
| --- | --- | --- |
| **For the Bismarck/Mandan area, testing can be completed by the following TPA’s:** | | |
| Preble Medical Services | Sanford Health Occupational | Mid-Dakota Worklife |
| 107 Collins Ave. | 2603 E Broadway | 401 N. 9th Street |
| Mandan, ND 58554 | Bismarck, ND 58501 | Bismarck, ND 58501 |
| (701) 663-6021 | (701) 323-5222 | (701) 530-6400 |

# Background Checks

The refinery adheres to the corporate policy on background checks for unescorted contractors, 10.10.098. Background checks are required for any contract or subcontract employee for access to CFATS Designated Restricted Areas. To receive unescorted access to the refinery, all contract and subcontract employees are to ensure that background checks are conducted through Tang & Company or DISA Global Solutions.

All fees and expenses related to Background Checks is the responsibility of the contract company.

# Training Requirements

Safety training

Contractors with specific work types considered as Level 2 are required to complete Safety Training for access to the refinery. Safety training options include OSHA 10-hour, OSCA Refinery Safety Overview (RSO),RefineryPass Basic Refinery Orientation, DISA Safety Orientation (DSOP), or Basic Plus. Safety training must have been taken within the last two years and continuously maintained to remain current with active status in OSCA. This will require completing training at least every two years to remain active. Documentation of safety training other than RSO, must be uploaded in OSCA’s, DISA’s or Refineryppass’ databases and presented to security at time of badging.

**OSCA**- <https://www.osca.com/Courses/Search?searchStr=mandan>

**RefineryPass-**<https://refinerypass.com/collections/all-courses/region_north-dakota>

**DISA -**<https://auth.disa.com/account/login>

Site Specific

Contractors with specific work types considered as Level 2 or 3 are required to complete Site Specific Training annually for access to the refinery. Site Specific training must be registered through the OSCA website or Refinerypass.

Confined Space Attendant, Fire Watch, Alky Orientation/Walkthrough training

Contractors tasked with Confined Space attendant responsibilities must complete the Confined Space Attendant module through OSCA or RefineryPass. Contractors tasked with Fire Watch responsibilities must complete the Fire Watch module through OSCA or RefineryPass. Contractors tasked with conducting work on the Alky Unit must complete the Alky Orientation module through OSCA or Refinerypass and complete the Alky walkthrough. To complete the Alky walkthrough, contractors shall work through their refinery job rep/point of contact.

Visitor/Vendor Video

The Visitor/Vendor training can be viewed online at Refinerypass.com. This video is required for all Level 1 contractors, escorted guests, and company employees that are not required to complete the Site-Specific training requirement.

[https://refinerypass.com/pages/mandan-visitor-orientation](https://urldefense.com/v3/__https:/refinerypass.com/pages/mandan-visitor-orientation__;!!KZqq5pzTuXXlyJ9BfQ!OWrppkRxhUjMO7Zy0DeIgNuzXxhPjweJ95BQrb5DVGedFiaAI3HDaCbJlVU_vpSzK9L5B5Nt$)

Other job specific training

Job specific training, outside of training through OSCA or RefineryPass, are required for specific work types. Documentation of training may be requested. This may include, but not limited to, Confined Space training, Crane Operator certification/training, Forklift training, etc.

All fees and expenses related to onboarding training is the responsibility of the contract company.

# Vehicle Authorization and Liability

All motorized vehicles shall be accounted for prior to arriving at the refinery. Vehicle authorization forms must be received a minimum of seven days prior to arrival. Commercial Automobile Liability must meet the following:

* Coverage for all owned and non-owned, hired vehicles
* Minimum combined single limit of $1,000,000 per occurrence for bodily injury and property damage liability. Deductible or self-retention amount must be shown on certificate.
* If applicable, Motor Carrier Policies of Insurance for Public Liability Endorsement (Motor Carrier Act of 1980) with minimum limits of $1,000,000 Bodily Injury and Property Damage per certificate.
* Refinery Company named as additional insured.
* Endorsement to include a waiver of subrogation in favor of the refinery company.
* Submit the Completed form to your Mandan Refinery Job Rep.

# Access Badge Requests

To receive your access badge all onboarding requirements must be complete and a Badge Request Form must be submitted and approved. For planned outages, such as Turnaround, the Badge Request Form shall be submitted 21 days prior to arrival for work. For normal operations, Badge Request Forms must be received at least one business day before arrival to process the badge request. Paperwork indicating completion of background check, drug/alcohol participation, and safety orientation must be delivered to the guard at time of initial badging (documents must be sent with employee).

Below is the required badge request form:



<https://forms.office.com/Pages/ResponsePage.aspx?id=zvRAFsaG8kSkdwa9OWF-l_hRlWGdr_dItX2tYdEOW-tURFJYRk5XWkI2WktKVzRWN00yTkg3V0s1OSQlQCN0PWcu>

Access badges can be received at the Security building at Gate 2. Provide proof of yourOSCA, DISA or RefineryPass training and Identification card (Driver’s License, TWIC, etc.) to security. **NOTE: IF a worker doesn’t not have the appropriate paperwork when he/she arrives at Gate 2, they will be turned away. It is the responsibility of the contract company to supply all the badging paperwork (background check, drug/alcohol participation, and safety orientation).**

# Escorting

Contractors may not escort other contractors on refinery property without pre-approval from refinery personnel. This typically arises when a guest is visiting the site or when onboarding requirements have not yet been completed. To avoid delay receiving unescorted refinery access ensure that the applicable onboarding requirements are completed well ahead planned arrival. Consult with your refinery job rep/point of contact for additional information.

Activities such as escorting cement, gravel, asphalt, job supplies, and other materials to the point of unloading or loading and back to the gate is allowed.

# Facility Siting

All permanent or temporary buildings, trailers, etc. shall be reviewed and approved by the refinery Facility Siting Coordinator prior to arriving at the refinery. If this is needed, contractors shall work with their refinery job rep/point of contact for all applicable forms for facility siting. Facility Siting forms must be submitted a minimum of 14 working days prior to building arrival.

# Hazard Communication

All Safety Data Sheets for products/chemicals that will be used and/or stored at the refinery must be submitted to the HSE department for review approval prior bringing the product/chemical onsite. Use the New Chemical Approval Form to request all new products/chemicals and attach the Safety Data Sheet. Each contract company shall train their employees on the applicable hazards, handling and storage of each product they use.

# Personal Protective Equipment (PPE)

Contract companies are responsible for supplying PPE to their employees. The refinery will not loan out PPE for contract company use, except for any unforeseen circumstances with approval from the refinery. Refer to RSSI 01- 05, Personal Protective Equipment, for additional details.

# Refinery Rules, Standards and Standing Instructions (RSSI)

It is required that each contract company adhere to or exceed the requirements set for every RSSI. The refinery HSE department can be contacted for additional information and guidance.

# Emergency Work Variance

In the situation when an emergency requires contractors or sub-contractors to conduct work without prior planning, a Refinery Leadership Team (RLT) member can grant a verbal variance to the Onboarding requirements. Refinery Security and Safety shall be informed to ensure that access to the refinery shall be granted.

# Refinery Onboarding Contacts

Contact your refinery job rep, sponsor, or primary point of contact for all onboarding related questions.

