



Copano Energy
2727 Allen Parkway, Suite 1200
Houston, TX 77019
T 713 621 9547 F 713 621 9545
www.copano.com

January 20, 2012

Dear Copano Contractor,

We are pleased to announce Copano Energy has recently established a business relationship with ISN (www.isnetworld.com). Effective immediately, ISNetworld will begin serving as Copano Energy's primary Contractor/Supplier information management system. As a result of this action, contractors/suppliers and their subcontractors performing services for Copano Energy are required to become subscribers to ISNetworld. If your company is a current subscriber to ISNetworld, there is no additional fee; however, please ensure your company has completed the items below.

There is a nominal fee for this service. Copano Energy believes the benefits to both parties will far exceed any associated costs. A more comprehensive list of contractor/supplier benefits and subscription quick start guide are attached from ISN.

Your company's ISNetworld subscription will provide Copano Energy access to the following required information:

1. **Company Profile** – Populate your company profile in ISNetworld to include company contact information, office locations, types of work/industry classifications, geography served, etc. This will provide Copano Energy and other Owner Clients with your company's most current contact information at any time.
2. **EH&S Questionnaire Management** – ISNetworld contains the Management System Questionnaire (MSQ) which will be utilized to gather your company's EHS&S data. The MSQ will replace all previous Copano Energy questionnaires sent to your company.
3. **Document Submittal** – Copano Energy will use ISNetworld to track and verify your company's Insurance Certificates, OSHA Forms and EMR Letters. During your company's subscription setup, ISN will explain how to submit these documents within your company's subscription and make them available online to Copano Energy.
4. **Review and Verification** – ISN RAVS will review your company's written health and safety program for conformance with regulatory and/or Copano Energy's standards. Your company will be required to submit copies of your company's written health and safety program to ISN RAVS. Detailed instructions will be communicated during your company's subscription setup. ISN RAVS will also verify your company's OSHA statistics.
5. **DOT OQ Program Coordination** – If your company is impacted by the U.S. Department of Transportation (DOT) Operator Qualification (OQ) regulation requirements for contractor employees, Copano Energy will begin to use ISNetworld to monitor your company's OQ records.

Copano Energy has implemented two exceptions to subscribing to the services of ISNetworld. There is a blanket exemption to contractors who provide only "office related" services that are considered low risk. These would include janitorial services, software support, CAD support, delivery service and professional consulting. The second exemption is for contractors who are categorized by ISN as Tier I <5 employees or Tier II < 10 employees. The Tier I and Tier II contractors will have the option of either subscribing to the ISN services or submitting their individual contractor's safety program on an annual basis to Copano Energy for review and vetting by submitting a

Contractor Exemption Safety Survey with support documentation. The signatory authority required to approve Contractor Exemption Safety Survey will be based on the risk level associated with the services provided by the contractor. I highly recommend that our Tier I and II contractors take advantage of the services and support provided by ISNetworld at their nominal subscription fee.



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In order to be considered by Copano Energy during the contractor/supplier selection process, your company's subscription must be in place and all required data must be posted by **March 09, 2012**. For further details about ISNetworld, **please contact the ISN Customer Service Team at (214) 303-4900 or (800) 976-1303 or visit their website at www.isnetworld.com.**

Your company's cooperation and participation in bringing this cost effective technology solution to our business relationship is appreciated. Copano Energy and ISN representatives will schedule Users Group Meetings and Helpdesks throughout the year. All contractors/suppliers who have subscribed to ISNetworld for Copano Energy will receive details of dates/locations of these meetings.

Sincerely,

Rex J. Prosser
Sr. Director Environmental, Health & Safety
Copano Energy