



July 1, 2010

Dear Holly Corporation Contractor,

We are pleased to announce Holly Corporation has recently established a business relationship with ISNetworld ([www.isnetworld.com](http://www.isnetworld.com)). Effective immediately, ISNetworld will begin serving as Holly Corporation's primary contractor information management system. **As a result of this action, contractors and their subcontractors performing services for Holly Corporation 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. Holly Corporation believes the benefits to both parties will far exceed any associated costs. A more comprehensive list of contractor benefits is attached from ISNetworld.

Your company's ISNetworld subscription will provide Holly Corporation access to the following required information:

1. **Company Profile** – Populate your company's Dashboard in ISNetworld to include company contact information, office locations, types of work/industry classifications, geography served, etc. This will provide Holly Corporation and other Owner Clients with your company's most current contact information at any time.
2. **HSE Questionnaire Management** – ISNetworld contains the Management System Questionnaire (MSQ) which will be utilized to gather your company's HSE data. The MSQ will replace all previous Holly Corporation questionnaires sent to your company.
3. **OSHA Forms and EMR Letters** – Holly Corporation will use ISNetworld to track and verify your company's *OSHA Forms and EMR Letters*. During your company's subscription set up, ISN will explain how to submit these documents within your company's subscription and make them available online to Holly Corporation.
4. **Insurance Certificates** – Holly Corporation will use ISNetworld to track and verify your company's Insurance Certificates.
5. **Review and Verification** – ISNetworld RAVS will review your company's written health and safety program for conformance with regulatory and/or Holly Corporation's standards. Your company will be required to submit to ISNetworld RAVS copies of your company's written health and safety program. Detailed instructions will be communicated during your company's subscription set up.

In order to be considered by Holly Corporation during the contractor services selection process, your company's subscription must be in place and all required data must be posted **by August 27, 2010**. 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](http://www.isnetworld.com).**

Holly Corporation will be hosting a contractor Users Group Meeting and Help Desk on August 24, 2010. During this time, ISN and Holly representatives will be available to address any questions you may have regarding the requirements listed above. Your ISNetworld subscription must be established prior to the contractor meetings; this will allow time to review the system and attend with any questions that you may have. If you would like to register to attend these meetings, please contact the ISN Team at (800) 976-1303 or visit [www.isnetworld.com](http://www.isnetworld.com).

**Date:** August 24, 2010  
**Time:** 8:00 AM – 12:00 PM Help Desk  
1:00 PM – 3:00 PM Users Group Meeting

**Location:** Holly Navajo Refinery  
501 East Main  
Artesia, NM 88210

Your company's cooperation and participation in bringing this cost effective technology solution to our business relationship is appreciated.

Sincerely,

Michael Whatley  
Holly Corporation  
Refinery Manager