

An ISN Publication

Collect. Verify. Connect.



Health & Safety Performance Indicators

Owner Client Peer Group Benchmarking, U.S.

2012 Data

Publication No. 1301
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About ISN

Collect. Verify. Connect.



Established in 2001, ISN® is a global leader in contractor and supplier management. We support over 300 Owner Clients in capital-intensive and public sector industries to help manage over 50,000 contractors and suppliers with operations in more than 70 countries. We are headquartered in Dallas, Texas, with additional offices in Calgary, Sydney, London, Los Angeles and New York.

ISN takes pride in leading efforts to improve the efficiency and effectiveness of contractor management systems and in serving as a forum for sharing industry best practices among our members.

Our innovative online contractor management database, ISNworld, is constantly evolving to meet ever-changing corporate and legislative requirements while reducing unnecessary duplication associated with traditional contractor procurement processes.

Our Review and Verification Services (RAVS®) group is comprised of specialized professionals with expertise in health, safety, environmental, procurement, quality and other compliance requirements. RAVS® adds a level of due diligence to the information gathered from contractors and suppliers.

ISNworld's dynamic and configurable functionality allows Owner Clients to measure the key performance metrics relevant to them, promoting transparency, clear communication and sustainable operations. ISN provides an opportunity for Owner Clients to improve their risk management processes and connect with safe and reliable contractors. By identifying contractors and suppliers who meet both client-specific and legislative standards, Owner Clients are able to drive tangible and sustained performance improvements while strengthening their relationships with their contractors and suppliers.

For more information, visit [ISN.com](https://www.isn.com), contact ISN at +1 214 303 4900 or email ISNTeam@isn.com.

Table of Contents

About ISN.....	1	Manufacturing*.....	81
Preface.....	3	Pharmaceuticals & Facilities Management.....	93
Upstream Oil & Gas (Onshore).....	5	Mining.....	105
Upstream Oil & Gas (Offshore).....	19	Cross-Industry Summary.....	117
Midstream Oil & Gas (Pipeline).....	31	Appendix I: Definitions.....	126
Downstream Oil & Gas (Refining).....	45	Appendix II: Incident Rate Calculations.....	127
Chemical.....	57	Appendix III: Analysis Procedures Summary.....	129
Utilities, Distribution & Power Generation.....	69		

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*Manufacturing includes Steel, Fertilizer Products, Food & Agriculture, Wood & Paper.

Preface

More than 320 Owner Clients in capital-intensive industries are currently part of the ISNetworld contractor management database, actively managing the performance and compliance of approximately 50,000 contractors and suppliers from around the globe. Among the information collected and shared by ISNetworld members is health and safety performance data representing nearly 11 billion work hours of contractor activity in 2012 alone. A rich and diverse network of peers across various industries and a shared source of data such as this provide an opportunity for developing industry specific peer group benchmarking reports that are unique for their insight and comprehensiveness.

The main objective of this report is to provide ISNetworld member Owner Clients with industry specific benchmarking information on how well their contractors' health and safety performance compares to that of the performance of contractors being used by other Owner Clients in the same industry. Owner Clients can use the information to help establish a data driven, objective baseline for contractor and companywide health and safety performance targets; assess their organizations' contractor selection and management strategies; and ultimately drive the overarching goal of keeping a workplace free of injuries and illnesses.

In the report, Owner Clients with similar types of operations and industries are grouped together into the following nine peer groups:

- Upstream Oil & Gas (Onshore)
- Upstream Oil & Gas (Offshore)
- Midstream Oil & Gas (Pipelines)
- Downstream Oil & Gas (Refining)
- Chemical
- Utilities, Distribution & Power Generation
- Manufacturing*
- Pharmaceuticals & Facilities Management
- Mining

(Preface continued on the next page)

*Manufacturing includes Steel, Fertilizer Products, Food & Agriculture, Wood & Paper.

Preface - Continued

This report is specific to the performance of contractors with operations in the U.S. The health and safety key performance indicators (KPIs) collected, aggregated and presented for each industry peer group include:

- Total Recordable Incident Rate (TRIR)
- Days Away, Restricted or Job Transfer Rate (DART)
- Lost Time Case Rate (LTC)
- Fatality Rate per 100,000 Employees
- Injury and Illness Severity (In Days)
- Experience Modification Rate (EMR)

Data analyzed and represented in the report is obtained from contractors' companywide health and performance statistics as reported by contractors in their 2012 OSHA 300 and 300A forms*. All values in this report are aggregated to preserve the anonymity of contractors as well as the Owner Clients. Appendices 1 through 3 provide definitions, calculations and a summary of the analysis procedures used in generating the report.

*29 CFR 1904 - <http://www.osha.gov/recordkeeping/RKforms.html>

Section 1

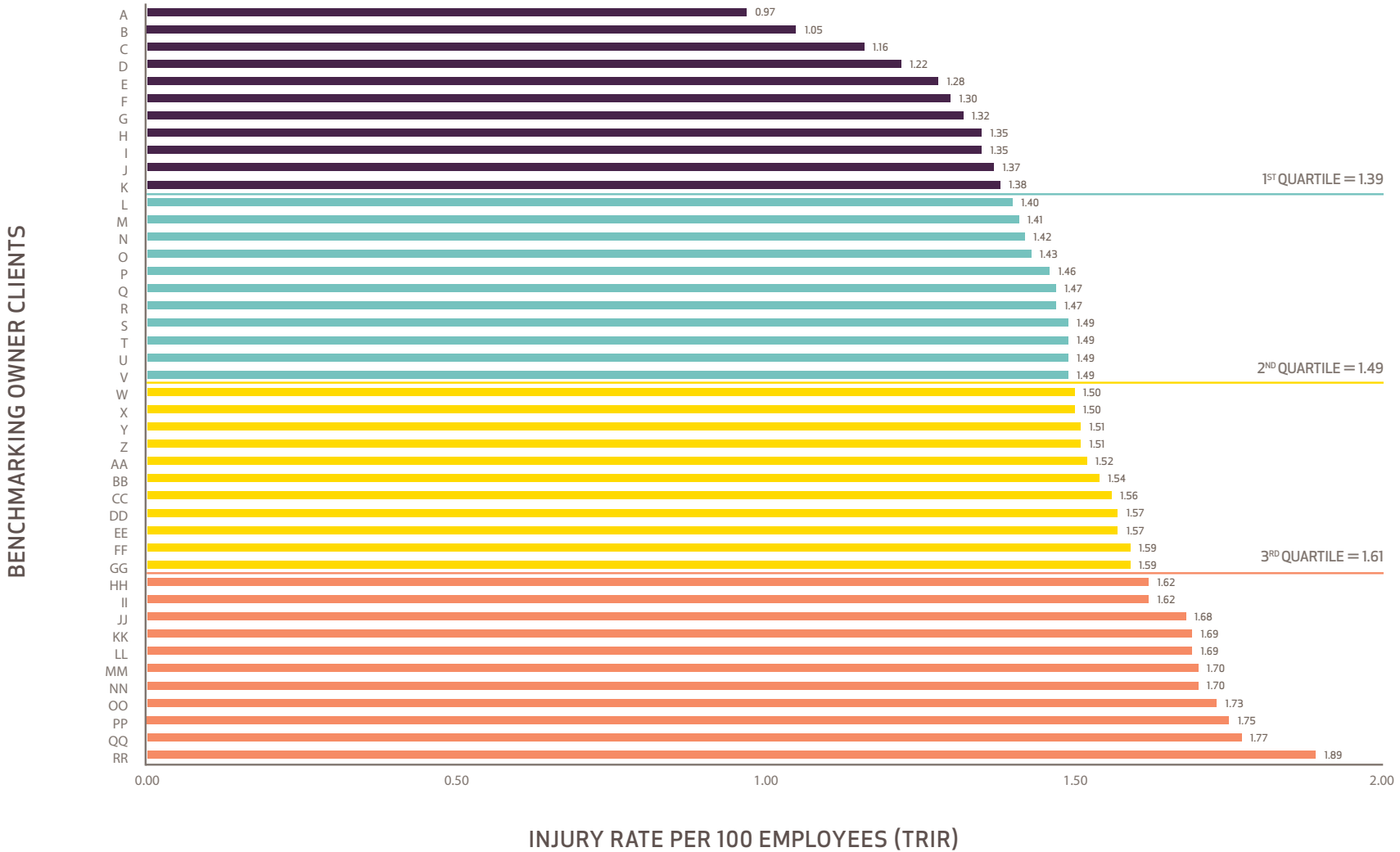
Upstream Oil & Gas (Onshore)



1.1 Total Recordable Incident Rate (TRIR).....	6	1.7 TRIR vs. DART	12
1.2 Days Away, Restricted or Job Transfer Rate (DART)	7	1.8 TRIR vs. EMR	13
1.3 Lost Time Case Rate (LTC).....	8	1.9 Incident Rate by Number of Contractors	14
1.4 Fatality Rate	9	1.10 Contractor Overlap Across Peer Group Owner Clients	15
1.5 Severity (In Days)	10	1.11 Contractor Size Distribution	17
1.6 Experience Modification Rate (EMR)	11		

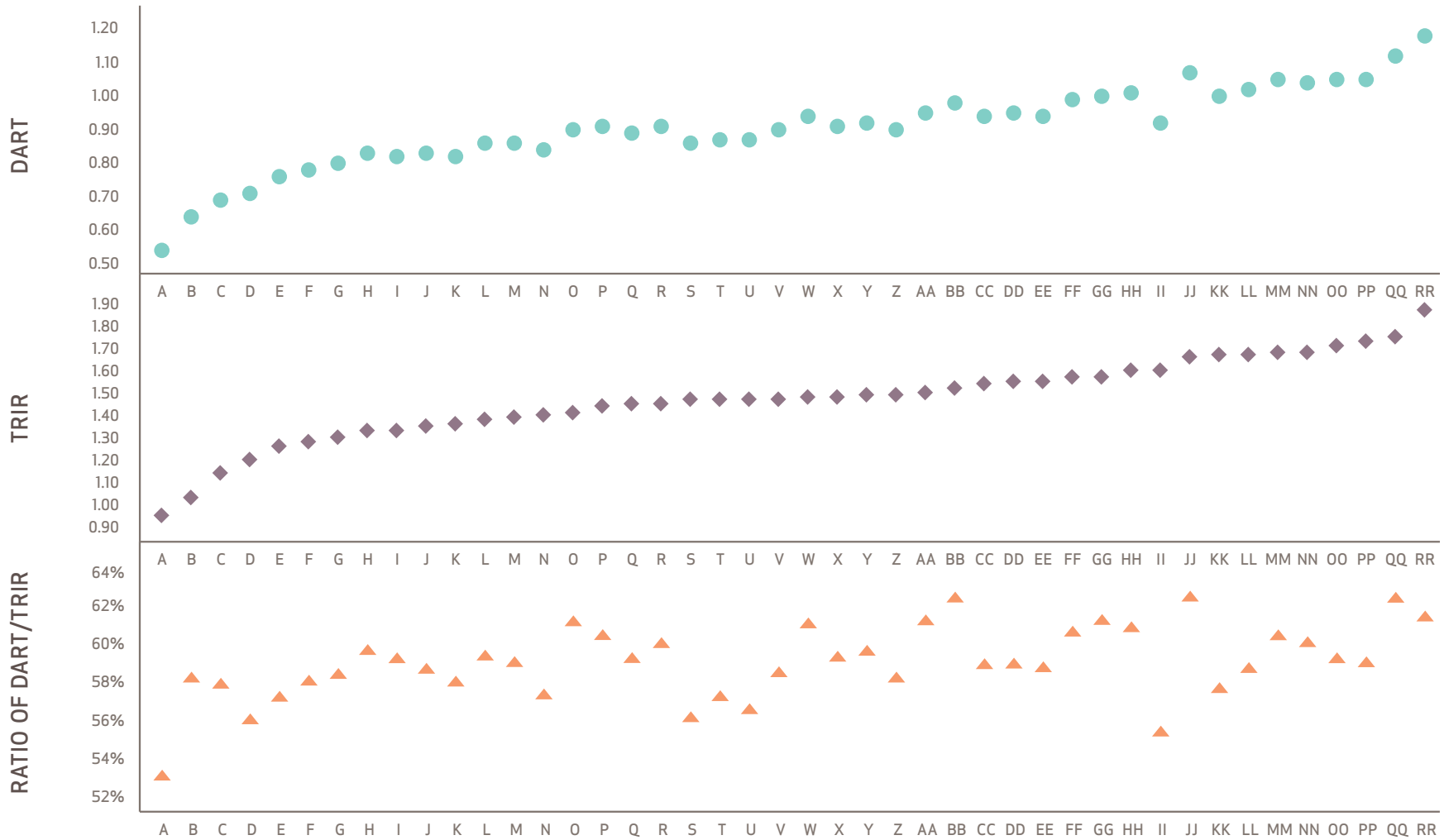
Section 1.1

Total Recordable Incident Rate (TRIR)



Section 1.7

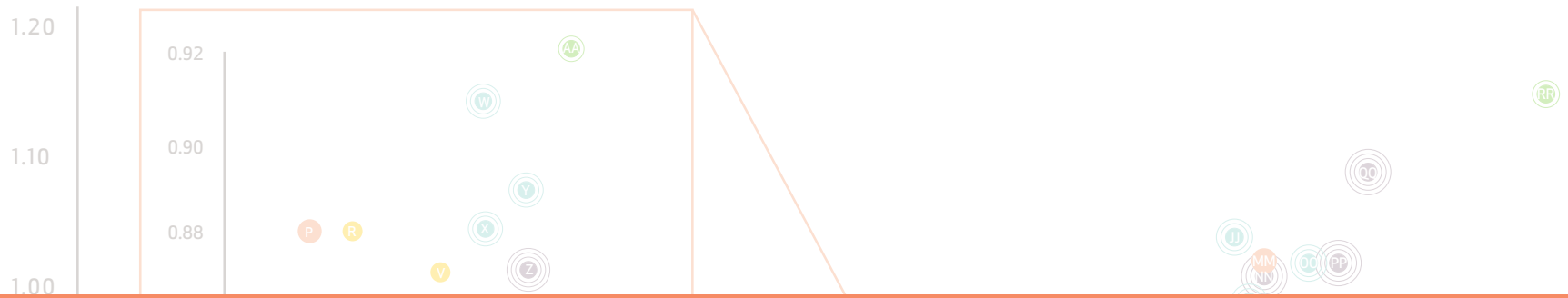
TRIR vs. DART



BENCHMARKING OWNER CLIENTS

Section 1.9

Incident Rate by Number of Contractors



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