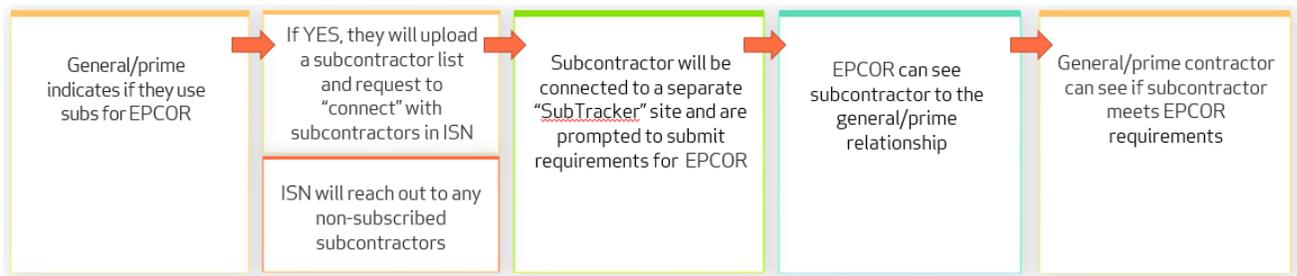# SubTracker FAQs

### What is SubTracker?

SubTracker is an ISNetworld module which provides visibility into general/prime contractor and subcontractor relationships and identifies subcontractors' compliance to EPCOR Health, Safety and Environment (HSE) requirements.

### What is the process to implement the SubTracker module for EPCOR?

General/prime indicates if they use subs for EPCOR → If YES, they will upload a subcontractor list and request to "connect" with subcontractors in ISN → ISN will reach out to any non-subscribed subcontractors → Subcontractor will be connected to a separate "SubTracker" site and are prompted to submit requirements for EPCOR → EPCOR can see subcontractor to the general/prime relationship → General/prime contractor can see if subcontractor meets EPCOR requirements

### Will this requirement impact current contracts?

No, however current contracts with a multi-year scope, will be amended to reflect this requirement. EPCOR Owner Representatives are encouraged to connect with their procurement representative to initiate the amendment.

### Will this requirement apply to new Project Requests?

Yes, Project Requests issued by EPCOR to a contractor performing high consequence work after December 2023.

### Is a client subscription required in order to report my subcontractors to EPCOR?

No, a client subscription is not required to use the SubTracker tool – this can be done using an active contractor subscription.

### Is SubTracker replacing the subcontractor assessment form that EPCOR currently requires?

Yes, SubTracker will replace the subcontractor assessment form.

### How do I upload my list of subcontractors into SubTracker?

Please reference the SubTracker Quick Reference Guide located within ISNetworld's bulletin board for step-by-step information.

### What subcontractors are required to subscribe to ISNetworld and report to EPCOR?

Any subcontractor performing high consequence work for a contractor hired by EPCOR will be required to subscribe to ISNetworld. Please refer to the attached risk matrix available within SubTracker or ISNetworld's bulletin board to identify the work types identified as high consequence.

# SubTracker FAQs

### As a contractor, how can I search which subcontractors are already subscribed to ISNetworld?

To add a Subcontractor to your list:

1. Select *Company Information*
2. Select *SubTracker*
3. Under the *My Subcontractors tab*, identify the Hiring Client you are using subcontractors for
4. Under step two, use the *company name* and *ISN company ID* search fields to find your subcontractor
5. To the right-hand side of the subcontractor, check the box available under the *Select Column*
6. Select *Save & Next*

### As a general/prime contractor, do I have visibility into whether my subcontractors are meeting EPCOR requirements?

Yes, once all subcontractors have been reported to ISNetworld through the Subtracker module and they have granted you access to view their information, you will have visibility into whether the subcontractors are meeting EPCOR's HSE requirements. It will then be up to you as the prime/general contractor to ensure all subcontractors working for a contractor hired by EPCOR are meeting EPCOR's HSE requirements.

### I requested access to my subcontractor but the access status is still pending, what should I do?

The subcontractor has not yet allowed your company access to their information. The subcontractor will receive a To-Do List action item while this request is pending. We recommend following up directly with the subcontractor if you need this approved quickly.

### Why is my subcontractor's grade showing as "Does Not Meet Requirements"? How can I see their grade deficiencies?

Grade deficiencies are provided directly to the subcontractor through their site connection to EPCOR and the subcontractor is able to view EPCOR requirements under their My Clients list. If your subcontractor's grade status is 'Does Not Meet Requirements' and they have questions on how to improve their status, the subcontractor can contact the ISNetworld Customer Service Team to discuss EPCOR HSE requirements.

### What do I need to do if my subcontractor's grade is showing as "Does Not Meet Requirements"?

If a contractor decides to use a subcontractor that is not meeting EPCOR requirements, the contractor is required to develop a mitigation plan prior to the subcontractor's commencement of work. While work is in progress, the contractor is required to inform the EPCOR Owner Representative of any negative change in registry status of a subcontractor. If the item cannot be resolved, a mitigation plan must be completed by the contractor.

# SubTracker FAQs

**If my subcontractor has a mitigation plan in SubTracker for an EPCOR contractor, do they need one for me as well?**

Yes, each contractor is required to develop a mitigation plan for a subcontractor with a conditional B/C grade or non-compliant F grade status (not meeting requirements). Each mitigation plan must be reviewed, approved and signed by those identified on the document and uploaded by the subcontractor. Refer to the Bulletin Board in your ISNetworld account for a mitigation plan template and document on developing your mitigation plan

**Where is the Mitigation Plan located in ISNetworld?**

**Subcontractor users:**

1. Select Document Center
2. Select Hiring Client specific > Other Documents
3. Filter to EPCOR > Select View/Submit
4. In Step 1, select Document Type > Mitigation Plan
5. Complete document and upload for review in ISNetworld

**EPCOR users:**

1. Navigate to Subcontractor scorecard - Home Screen Search Subcontractor Name > Select "Subcontractor(SubTracker)"
2. Below scorecard > Select "Mitigation Plans"

**We no longer have a subcontractor working for EPCOR, how do we remove this subcontractor from our list?**

To remove a Subcontractor from your list:

1. Select *Company Information*
2. Select *SubTracker*
3. Under the *My Subcontractors tab*, locate or search for the subcontractor you would like to remove
4. To the right-hand side of the subcontractor, check the box available under the *Select Column*
5. At the bottom of the page select *Remove Subcontractor*

# SubTracker FAQs

**Is SubTracker the only EPCOR prequalification requirement for subcontractors?**

Yes, however subcontractors are expected to comply with EPCOR HSE requirements throughout the duration of planning and performing the work.

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**Resources for EPCOR contractors:**

1. **Bulletin Board**
   a. SubTracker Quick Reference Guide
   b. EPCOR High Consequence Risk Matrix
   c. SubTracker FAQs Document
   d. Guideline for Developing a Mitigation Plan
   e. Mitigation Plan Template
2. **Help Center in the top right of the ISNetworld account**
   a. FAQ's, navigation videos, and step- by-step guides.
3. **ISN's Customer Service Team**
   a. Available to [Chat](#)
   b. 1(800) 976 -1303

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