

# Case Study:

## Safety First

### LexisNexis® Screening Solutions Helps ISTC Boost Security at Refineries and Petrochemical Sites

#### Customer Name:

ISTC (Industrial Training Safety Council)

#### Industry:

Chemical and Petrochemical

#### Challenge:

ISTC needed a screening vendor to offer their partners that could meet the unique regulatory requirements of their industry.

#### Solution:

LexisNexis® Screening Solutions meets ISTC's needs by offering screening packages that helps their partners show due diligence in this heavily regulated industry.

#### Results:

Additional screening options available for members that helps demonstrate due diligence for licensing purposes in the petrochemical industry.



#### About the Industrial Safety Training Council (ISTC)

ISTC's core purpose is to deliver safety training and site-specific job safety orientation to contractors in the petrochemical industry, as well as the employees of 54 refining and chemical plants in the Golden Triangle area of Southeast Texas and Baytown, Texas. The roots of the organization are firmly entrenched in the highly regulated petrochemical and refining industry.

#### Another Safety Screen: Background Checks

With a core mission centered around enhancing safety in the petrochemical industry, it's no surprise that ISTC places a high value on knowing exactly who has access to each oil refinery and petrochemical site. In 2001, however, the concept of background screening was just taking hold—and ISTC was just beginning its program design.

After the 9/11 terrorist attacks—and the subsequent release of stricter American Chemistry Council (ACC) site security and compliance guidelines—the whole industry escalated its efforts.

“We used the revised ACC guidelines as the basis for our background screening program, but soon needed to find a screening partner that could help us implement it,” explained Russell Melancon, ISTC President and CEO. “However, finding the right partner proved slightly difficult because our program requirements were fairly unique.”

Here's why. ISTC's program reflected a new concept in the background screening arena—a reciprocal model. This approach enables each contractor who has already been trained and screened to carry his results (or “grade”) from site to site, thus facilitating a faster security clearance, property access and ability to start work.

Grading of criminal searches is conducted for eight levels, scaling up from “00” (clear record), “01” and “02” (misdemeanors), “03” through “06” (felonies) and “07” (a Patriot Act search hit).

“When we laid out our RFP with this reciprocal model, there was only one vendor at the time that could accommodate our program's specific technological requirements, so we launched a one-vendor screening program,” said Melancon. “I'm proud to say that ISTC was the first safety council to implement such a background screening program—and many followed suit.”

ISTC's background screening package includes a Social Security Number Verification, Motor Vehicle Report, 7-year county criminal history and OFAC (Patriot Act Search).

#### Growth Leads to Program Expansion

Before long, ISTC's screening program had grown significantly. Within five years, approximately 300,000 workers had been screened, and more than 3,000 contracting companies had enrolled in the program. And with that growth, came the demand for more choice.

“By 2008, we were hearing from our contractor community that they wanted more screening providers to choose from,” said Melancon. “More choices would give them more options in terms of competitive pricing, technology (the actual delivery of results) and turnaround time. Thus, they could make more informed decisions about which provider best aligns with their individual objectives for budget, ease of use and turnaround time.”

Responding to this need, ISTC set out to find additional vendors that were willing and able to meet both its unique program criteria and challenging technology integration. The end result: a partnership with two more providers—among them, LexisNexis Screening Solutions. Today, ISTC clients can choose from three background screening vendors—which gives them ultimate flexibility.

### The LexisNexis Screening Solutions Advantage

In early 2009, once the LexisNexis Screening Solutions partnership was in place, ISTC began hearing great things from its contractor company base.

“For one thing, LexisNexis has demonstrated faster turnaround time, which is a huge benefit to both contractors and facility owners because time is money,” explained Melancon. “In some cases, we have processing units that are waiting to get online and they’re waiting for background screens on team members before they can proceed. The quicker they can get those results back, the better.”

“Also, I’ve heard from our contractor workforce that customer service is much better with LexisNexis—and that getting workers into the system is much easier,” he added.

LexisNexis CPSScreen technology also has a Seal of Approval for the SAFETY (Support Anti-terrorism by Fostering Effective Technologies) Act of 2002, which means the technology has been thoroughly vetted by the Department of Homeland Security.

### Going Forward

As the petrochemical industry—and its regulatory environment—continue to evolve, you can be sure that new security and anti-terrorism standards will play a crucial role. Fortunately, ISTC has found a trusted partner in LexisNexis.

“Together, we continue to discuss ways to further enhance identity authentication of this workforce,” said Trey Benson, LexisNexis Screening Solutions Account Manager. “We’ve talked about e-verify solutions that can become a part of the overall screening mix, as well as certain product enhancements that may bring additional value to this community—things like leveraging our national criminal record file and adding federal searches to the current screening package. These initiatives would help bring even more alignment with Department of Homeland Security goals.”

“Our engagement with LexisNexis has been extremely proactive,” said Melancon. “Over the years, my account manager, Trey, has become one of my strongest business allies. His honesty, openness and ability to take an idea and come up with a background screening solution for it, has been a huge asset to me.”

“LexisNexis has definitely met our expectations in terms of high-quality screening results—and they’ve provided so many additional benefits, as well,” he said. “We’ve been extremely satisfied in our relationship with LexisNexis.”

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