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To Whom It May Concern:

Our membership with ISNetworld has helped our company, Cloak Medic Services, to grow. We continue to expand our safety practices to ensure our procedures meet and exceed regulatory standards.

Below are just a few of the safety aspects in which our company has improved our practices through our ISNetworld membership:

1. **Conformance:** Our safety program now meets and exceeds the requirements of our customers as well as provincial legislation. Through the ISNetworld RAVS process, we were able to amend our safety programs using the tools available within our subscription.
2. **Education:** ISNetworld ensures that our safety policies are up-to-date with the latest safety protocols. We are then able to share this information with our employees, providing them with the knowledge to perform their jobs in a safe manner.
3. **Organization:** Through ISNetworld's Training Manager tool, we are able to manage the trainings our employees complete and access the information in a user friendly, easy to manage database.

In addition to the items above, ISNetworld has a friendly, detail-oriented Customer Service Team who is always there to assist us when we have concerns. We had the opportunity to attend the ISNetworld Annual Users Conference this year in Fort Worth, Texas. The ISN Team went above and beyond to make sure all attendees felt welcome. During this conference we learned about the following:

- New functionality of the ISNetworld system
- Value-added benefits available in our contractor subscription
- Received one-on-one assistance at a Help Desk Session

We enjoyed our experience in Fort Worth, and enjoyed getting to know the members of the ISN team. We are looking forward to the Canada AUC in Red Deer, as we know this experience will be just as welcoming and informative as the conference in Fort Worth was.

With the help of the ISN Customer Service Team we were able to become compliant in no time, and would recommend ISNetworld to other contractors and operators alike.

Sincerely,

A handwritten signature in black ink, appearing to read "Darren Oilund".

Darren Oilund

HSE Manager

Cloak Medic Services

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