

TERRACE.SOLUTIONS PLATFORM - PROGRAM OVERVIEW & GET STARTED GUIDE

OVERVIEW

Terrace.Solutions is an exciting new innovation developed by Terrace Safety that serves as an interactive resource to empower and connect our professionals with our management team, our clients and our industry partners.

For our safety professionals, Terrace.Solutions is a comprehensive self-management solution, serving as a personal assistant for you to store, manage and maintain all your essential professional information including full up-to-date training records, project & employment history, contact information and availability when searching for new project opportunities.

It is also a powerful self-marketing tool giving our safety professionals the ability to showcase the key skills and knowledge you offer to industry with customized and professional profiles, training & competency profiles, summaries of completed projects, professional achievements & accomplishments and the personal development goals you are pursuing as you advance your career.

Synchronized with our Competency Development Program, Terrace.Solutions delivers a vehicle like no other to empower you with an industry leading competency assessment engine and help take charge with your own professional development. Our competency program also exists to create a clear language between our safety professionals, Terrace and our clients by providing a central platform for all of us to partner with during the course of an assignment. With timely performance feedback, ongoing communication and customized plans, this shared interactive resource will help all parties to work together to ensure your continued success and development.

All in all, Terrace.Solutions provides a long-awaited opportunity for health & safety professionals to have a powerful tool designed just for you to develop a comprehensive showcase of everything you offer as a professional and get it in the hands of those who need you!

This Guide has been developed to give you a brief overview of some of the key features of this new resource, as well as to provide some initial instructions and on how to get started. Please feel free to contact our HR department at hr@terracesafety.com or 403-797-1972 any time should you need any advice or assistance as you work with the system.

KEY ROLES & APPLICATIONS

Terrace Contractors

For our contractors on and between active assignments, Terrace.Solutions will serve as a central and interactive resource to store, manage and update all your personal and professional information and documentation, manage your industry training and certifications and allow you to receive direct messages and updates on both general and project specific events, initiatives and developments from Terrace and your assigned client.

It will also allow you to unlock our Competency Program's full potential, opening up the full scope the program to generate a comprehensive and evolving summary of your unique competency profile, and facilitate effective and timely performance feedback and development plans created with yourself, Terrace and/or your project leads & supervisors.

Terrace Candidates

For our Candidates, Terrace.Solutions will be the main method to showcase you as a top tier professional, outlining not only what you've done, but what you're doing and the development path you're on as well.

It's interactive platform also provide the ability to stay connected and up-to-date in real time with any changes to your availability for new projects as well as additional work experiences and/or training you've gained and as you upgrade your skills and competencies during your evolution as a safety professional.

It will also give you the power to take control of you own professional development, and to market yourself as you seek new contracts opportunities beyond the scope of Terrace, and provide potential supervisors comprehensive & professional profiles of the unique set of skills, education and competency profile that you offer.

Industry Professionals

TSL Solutions isn't reserved exclusively for the health and safety professionals we have the privilege of working with. It is open to any safety professional who visits our website as a free resource to help showcase your talent, take charge of your career and create a roadmap towards continued success. For those interested in working with Terrace, additional capacities, modules and resources become available as you progress through our application and candidate development processes. All applicants interested in potentially working with Terrace are requested to apply via the Careers page of our website.

SECURITY PROTOCOLS & USER PROTECTION

Ensuring the maximum protection and security of your information was a major priority throughout the development of the Terrace.Solutions platform, and we have maintained it as a central focus throughout every aspect of its design, implementation and evolution.

All information and documentation entered, uploaded and stored in the Terrace.Solutions platform is held in strict confidence between the specific user and Terrace Safety. And we have undertaken exhaustive effort to ensure that any user-provided information remain securely protected and hidden from all parties except Terrace Safety, Ltd. and the relevant user.

Information provided by users will be utilized by Terrace Safety for the purpose of recruitment & selection processes, and for showcasing our candidates to clients for positions in the oil and gas & industrial sectors. Information will be used anonymously for trending statistics within Terrace Safety. At no point will personal information gathered by Terrace.Solutions be sold or given to any third party distribution or promotional lists.

Our development team has implemented a security strategy employed by government and financial institutions to achieve the highest standard of user protection possible. This strategy currently includes a

combination of user authentication, secure communications certificates, HTTPS encryption and administrator security mechanisms.

For more information on Terrace.Solutions security protocols, please see [Appendix 1: Terrace.Solutions: Security Brief](#)

GETTING STARTED - BUILD YOUR PROFILE

Simply visit our website, www.terracesafety.com, and click on the “Get Started” tab on the farthest right-hand side of the top menu bar. Once you enter your basic contact information and select a password, your profile is started and you’re on your way! Simply work your way through each of the modules to build your profile.

PROFESSIONAL SUMMARY

Contact Information

This will serve as **the** central source for Terrace to use and verify all your latest personal and professional contact information. Having accurate, up-to-date information for contacting you is essential for our management team to contact you with important updates, provide essential correspondence and simply stay in touch with key news and developments, so please be sure to keep all your contact information up to date with any new or updated information.

Professional & Operating Company Information

Your professional summary also includes additional important information including key details on your operating company, including its current legal name, status, WCB info, GST No, bank and mailing address and more.

We use the information in this area when preparing and updating contracts and service agreements, to verify essential information and when working with you to provide advice and assistance with any aspect of establishing and maintaining your operating company to ensure you’re current with industry standards and open to any new contract opportunities.

All contact, personal and professional information is fully secure, and will not be shared with any 3rd party for any reason, without the expressed consent of yourself.

Real-Time Availability Updates

This feature is essential for all our candidates seeking new assignments with us, as it will keep us up to date on your availability for new opportunities throughout the year, including details on your notice requirements, current projects/assignments etc. As we all know, the oil & gas and industrial sectors are notoriously unpredictable with prolonged waiting periods and last-minute mobilizations, so by keeping your availability up to date will ensure you don’t miss out on project opportunities as they come up.

When not on active assignment, we recommend updating your availability no less than weekly to ensure we have the latest details when coordinating new projects.

PROJECT HISTORY

This is perhaps one of the most essential and time consuming portions of building your profile, but also one of the most essential and valuable once you’ve made the investment to complete it.

We all have multiple versions of our work and project histories across multiple formats (resumes, LinkedIn profiles, social media, biographies, etc.) but what differs with this tool is the fact that its been designed to serve as a master list of your entire professional project history, and serve as a go-to resource to update and populate everywhere else that calls for examples of past experience.

When building your work history, we strongly suggest to include as many examples of completed projects and assignments as possible, even under the scope of one employment or contract relationship. By providing the highest level of detail possible, you will develop a comprehensive picture to capture the full range of your full professional experience, while providing more potential reasons for a decision makers to choose you for a particular opportunity based on the details of the unique background and experience you offer.

We highly suggest using the guide on the following page to ensure you highlight as many key elements as possible.

Professional Bio

Use this section as a chance to show off your writing and communication skills while providing some additional insight into what makes you unique. Ideally, biographies are between approx. 150 and 300 words, and will provide additional valuable insight into you as both an individual and safety professional, such as what motivated you to begin a career in safety, key accomplishments and/or aspects of your career you are most proud of, and what defines you as a safety professional, such as key philosophies, strategies, approaches etc.

Project History Entries

We recommend ensuring that information is provided in each of the following areas

Position Title

Be sure to specify the title of the position, as provided by the employer/contracting company

Position Type

Specify whether employment or contract, temporary vs permanent etc.

Project Details: Specify who you were employed/contracted by and who you were Assigned/Contracted To

Ensure you state the Project Title and/or Site Location along with approximate project start and end dates.

Clarify the primary project operations/activities to provide context on the type of operation and environment you provided your services. For example, be sure to specify if any of the following operational areas were your projects primary or secondary focus.

- | | | | |
|------------------------------------|---------------------------------------|-----------------------------------|------------------|
| • Operating Facilities | • Oilfield Site/Facility Construction | • Shutdowns/ Turnarounds | • Aviation |
| • Drilling Rig Operations | • Plant/Refinery Operations | • Geophysical | • Offshore |
| • Service Rig Operations | • Greenfield or Brownfield Operations | • Transportation | • Pulp and Paper |
| • Completions | | • Earthworks | • Other |
| • Camps/ Accommodations Management | | • General Commercial Construction | |

Job Duties & Responsibilities

Ensure you indicate which duties were core focuses of your position, with reference to the list below for examples (not an exhaustive list)

- | | | | |
|---|---------------------------------------|---|--------------------------------|
| • JSA Development | • HSE Trending & Statistical Analysis | • Policy and Program Development | • Crew Training |
| • Risk Assessments | • Site Inspections | • Environmental Management | • Supervisory Responsibilities |
| • Incident/Accident Investigations (Assist) | • Conducting Safety Meetings | • Emergency Rescue Plan (ERP) Development | |
| • Incident/Accident Investigations (Lead) | • Conducting Site Orientations | | |

Ensure you indicate any additional and/or secondary duties/responsibilities which were added to your original scope of work or performed occasionally when required.

Include a brief 50 to 100 word description to illustrate other key project details, additional description of duties, responsibilities, awards, accomplishments and any general comments you would like to add.

INDUSTRY TRAINING

This module serves two key functions.

Firstly, it will provide one central and comprehensive list of your full industry training profile, both for your own personal reference, and to ensure as many doors are open to potential new projects as possible.

You will note that there are several industry tickets that are designated as “required” or “recommended”.

While there are some exceptions, required certifications/tickets are those that are mandatory to be eligible for consideration for the vast majority of projects and position that come available. Candidates that have all required tickets completed and uploaded will be given first consideration as these project opportunities arise

Recommending certifications/tickets are those that are those that are frequently required, and/ or provide significant benefit when presenting yourself as a candidate for many projects.

Secondly, this module serves as a personal assistant to help you self-manage your ongoing training and professional development. By notifying you both via email and an internal system message, you’ll be able to easily stay on top of your ever growing list of certificates and expiry dates.

By default, you will be notified via email for any ticket that is close to expiration. You will be notified via email a second time once any ticket expires. **If you wish to change this default behaviour, you can do so by clicking on your name under the “Profile” section of your dashboard, then selecting “Notification Settings” on the following page.**

PROFESSIONAL DOCUMENTATION

Professional documentation refers to all the information and documentation pertaining to your operations as an independent contract safety professional. By maintaining this section with current copies of your essential company, insurance and professional information, this section will help ensure you are always “contract ready” with confidence that you will comply with contract requirements as per industry standards.

This section is mandatory for any active Terrace contractors to demonstrate compliance with terms/conditions of your specific contract at the start and during the course of your assignment.

COMPETENCY PROGRAM

Terrace is particularly proud of our Competency Program and the power it places in the hands of H&S professionals to better highlight your full competency profile and an active role in your own professional development. Please read through the [Competency Overview](#) carefully to gain a deeper understanding of the objectives and mechanics of the program and for more detailed advice and instruction on how to progress through each of the various modules.

Educational Accomplishment

This module simply consists of listing and uploading a comprehensive list of all your formal educational accomplishments, both as a safety professional as well as any additional education you may have undertaken.

All your formal education have competency ‘outputs’, so be sure to indicate all education that you have either completed or partially completed, providing clear copies of documentation whenever possible.

For any items that are currently ‘in progress’ or partially completed, any additional details on estimated timelines for completion, your current progress through the program, as well as any key awards, accomplishments etc.

Experiential Background

This component consists of a simple questionnaire which will uncover all the essential elements of your project experience and relate this proven application of your skill set to your evolving competency summary.

Competency Summary “Report Card”

Once you complete the Education and Experiential surveys, the system will automatically produce your unique competency summary “Report Card”. Report cards are provided for each assessed individual initially after these first two assessments are completed, and then continues to evolve and update as you complete additional components of the Competency Program and add more training, experience, etc. throughout the course of your career. A competency report card provides a simple view of the blended averages between each of the assessment tools and aid in candidate selection, personal development and career progression. They are perhaps most useful as an invaluable resource for creating customized professional development plans to complete and reengage the development cycle.

Tested Understanding & Multisource Feedback.

Once complete, the first competency report card becomes available to them. At this point, the final two assessment methods become available to the professional. Tested understanding is administered in person, by a subject matter expert and takes approximately three hours to complete. The assessment administrator, records the responses within the system and this immediately affects the professionals’ competency score and report card.

At any point from this stage on, you can select and invite specific individuals to provide essential insight from their perspective to reinforce and complement your existing competency profile with their feedback. Once you provide the name and email information for up to 3 participants, and they will be automatically emailed a perception survey to provide valuable competency-based feedback. The feedback information is fed directly back to the system and affects the competency score as soon as it is completed. The scoring algorithms are automated and produce real-time results to the professional through the report card.

Development Plan

Continuing professional development is essential because it ensures professionals are proactive in expanding and evolving your skills and competency to meet the demands of industry and ensure ongoing success.

With a process typically reserved for professionals with long-term employment positions, you now have ability to take control of your own professional development with a well-crafted and on-going process to create and demonstrate a clear roadmap of the goals, activities and ambitions you have for your next evolution as a safety professional.

When pursuing future opportunities, coming to the table with your own customized development plan will help to set you apart from the competition. By not only describing what you’ve done in the past, but demonstrating what you are in the process of becoming in the future, you will prove yourself to be a proactive professional who is committed to providing the best possible service to industry.

When creating your development plan, starting with the end in mind allows planning the most direct development route. Be sure to take advantage of the detailed competency assessment data to track the most significant opportunities for improving specific competencies relative to where you aspires to be. Creating a plan based on specific development options aligned with particular competency targets will help ensure you have a professional development consistent with the **SMART** principals (specific, measurable, accountable, realistic, and time-bound).

Talent Management

Terrace provides talent management for our professionals. We seek to meet each of them to create specific and tangible development plans that will help steer them toward their career ambitions while consistent with industry expectations & standards. The competency system helps to maintain focus in the areas required to realize these goals and provides an extremely clear and easy to use interface for ongoing maintenance and reference.

If you are an active Terrace contractors or candidate, having a completed development plan is not only essential to ensure you're up-to-date with client requirements, but is also a baseline requirement to be eligible for many key programs Terrace has in place to assist with your professional development activities. Please feel free to contact us anytime for advice or assistance in creating your development plan.

ADDITIONAL FEATURES

In addition to the core features and modules described above, Terrace.Solutions provides additional features to keep you engaged and up-to-date with everything Terrace. Once you activate your account, you will also receive access to additional features including real-time project and opportunity updates, internal messaging, the ability to access/download resources on valuable industry and Terrace information and more.

New features will also be added on a regular basis, so be sure to login often to check for new messages and updates as we continue to improve and expand its power, scope and functionality.

GENERAL TIPS

Ensure uploaded images are clean, high quality and clearly labelled, and ideally pdf format whenever possible. Not only does this ensure all your documents reflect a clean, professional appearance, it will also ensure ease of managing and sending tickets when downloading and/or forwarding your information on to a potential client or employer.

Be sure to login often to keep your profile and information as current as possible. The more up to date your information the better we are able to assist you with finding and getting you approved for new opportunities that fit with your unique skills, experiences and competencies.

As administrators, Terrace management has ability to upload documents on your behalf. We realize and appreciate to initially build your profile will consist of a investment of time and effort. If you would like to us to upload an item that we have previously on file for you, or that we may receive on your behalf, or need any advice or assistance, we are willing to work with you as you start to set yourself up with the system, so please don't hesitate to contact us.

Furthermore, as we continue to refine, improve and expand Terrace.Solutions, we are counting on your feedback and suggestions, so please let us know what your opinions on how we can improve this powerful resource to make it work better for you!



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APPENDIX 1: TERRACE.SOLUTIONS: SECURITY BRIEF

PREPARED ON: July 21, 2014

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ABSTRACT

The purpose of this document is provide users of the Terrace.Solutions Web Application with a generalized outline of the security protocol and practices utilized throughout the application. This document is intended to educate end-users of the advantages or disadvantages of standard web security techniques with the goal that this knowledge will allow end-users to protect themselves from malicious activity on the internet.

1) DEFINITIONS

To describe the security techniques used throughout Terrace.Solutions, a basic understanding of web infrastructure is necessary. The following definitions are by no means comprehensive, but they should be sufficient for the purposes of this article.

1.1 Server A server generally consists of a combination of specialized hardware and software operating “in the cloud” whose sole purpose is to respond to requests across the internet. These could be requests all kinds of information such as: images, webpages and fonts. It is the server’s job to respond to the request with the specified resource efficiently and securely.

1.2 Client A client is typically the party responsible for creating a web request with a server. The client generates a requests and transmits it to a server. The server will respond to the request and the client will display the response by some means. A web client is typically the user’s browser (i.e. Internet Explorer, Google Chrome, etc.).

1.3 Encryption Encryption is a technique that encodes information during transmission in such a way that only authorized parties are able to read it. There are many types of encryption, but most guarantee that encrypted messages will be unable to be tampered with or read by unauthorized parties during transmission. Please note that encrypted data may be intercepted by a third-party during transmission, but it will be in an encoded and unreadable state.

2) TERRACE.SOLUTIONS SECURITY

Security was a major priority throughout the development of the Terrace.Solutions Web Application. We wanted to ensure that any user-provided information remained hidden from all parties except Terrace Safety, Ltd. and the relevant user. The following sections outline the mechanisms in place to protect user information.

2.1 HTTPS

When data is transmitted between a client and server, the “language” spoken is typically HTTP, or *Hypertext Transport Protocol*. HTTPS is a secure implementation of this protocol that encrypts all transmitted data between the client and server. **This is the same technology most banks use to ensure the authenticity and safety of financial transactions.**

All web requests to <http://www.terracesafety.com> are rewritten to ensure that they utilize the HTTPS protocol. This ensures a few things:

2.1.1 Identity

When visiting <https://www.terracesafety.com>, HTTPS guarantees that you are actually communicating directly with Terrace Safety. You may notice a “padlock” or the text “https://” in your browser’s address bar. This is a representation that your browser is using the HTTPS protocol. For a server to use the HTTPS protocol securely, it must use a certificate that has been validated by a trusted Certificate Authority. Your web browser will notify you if a website uses an untrusted certificate.

2.1.2 Secure Communication

All data that is transmitted between the server and the client is encoded until it reaches its destination. Any transmission intercepted by a third party (i.e. a skilled user on public wifi) will only receive encrypted data which is effectively useless. Any change to this data will prevent the encrypted data to be decoded by the receiver, thus ensuring that transmissions may not be tampered with.

2.2 User Authentication

The Terrace.Solutions Web Application utilizes a comprehensive user authentication mechanism to prevent the “leaking” or unauthorized access of data. Each authenticated user has only the access to view or change data relevant to their own user account.

User accounts are protected by the password provided by the user upon sign up. By default, the system requires that you use an 8-character password (minimum). A password reset may be initiated by the user, which then sends an email to the account’s email address.

An attacker who has access to your email account can reset your password, therefore it is important to use secure passwords for both your Terrace.Solutions account and email account.

Passwords throughout Terrace.Solutions are case-sensitive (may use both upper and lower case letters) to increase security. Furthermore, any password is pre-emptively removed from system log files and is stored in an encrypted state. This ensures that no entity, including internal system components, knows what your password actually contains.

2.3 Administrative Access

Terrace Safety representatives maintain an administrative backend that grants access to all data in the system. This data is used internally in the day-to-day operations of Terrace Safety, Ltd. and is used to match a safety professional to a given assignment.

2.4 Use of Cookies

Terrace.Solutions uses cookies to assist with persistent user sessions and analytics. Cookies are small files that a website stores locally on the client’s device. Any data stored in a cookie is delivered using the secure HTTPS protocol and is only for internal system use.

2) HEARTBLEED VULNERABILITY

Some readers may have heard about the serious Heartbleed vulnerability that was discovered recently in the media. Heartbleed was a programming error in the implementation of HTTPS on

some systems that allowed attackers to potentially decode encrypted transmissions. This vulnerability was present on a large percentage of servers on the internet.

Terrace.Solutions is currently not and was never susceptible to the Heartbleed vulnerability.

This can be verified through the use of site-scanners, such as: <https://filippo.io/Heartbleed/#terracesafety.com>, or <http://safeweb.norton.com/heartbleed?url=terracesafety.com>.

In the event of future exploits, Terrace Safety has the right to restrict access to all or some user accounts until the exploit has been successfully patched.