



# DISA OWNER SURVEY

**2019**

Establishing Industry Trends & Best Practices  
in Safety-Sensitive Industries





**DISA GLOBAL SOLUTIONS**

**OWNER | 2019**  
**SURVEY**

**Establishing Industry Trends & Best Practices  
in Safety-Sensitive Industries**



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## INTRODUCTION

DISA counts a broad spectrum of safety sensitive owner / operators as both customers and members of our consortium network. We make a concerted effort to offer them as much industry insight as possible so that they're better able to make informed decisions for their businesses.

Part of that effort includes outreach. We recently conducted a survey of upstream and downstream owners within our consortium about their individual employee screening processes.

## SURVEY GOAL

Our goal is to better understand specific industry best practices and share them with other owners who might realize efficiencies as a result, or simply find the reassurance that their own practices are being utilized elsewhere.

The results of this survey are contained within this report, aggregated, and organized by topic. We hope you'll find this information useful, and we look forward to supplying further insight into testing industry practices.

## SURVEY METHODOLOGY

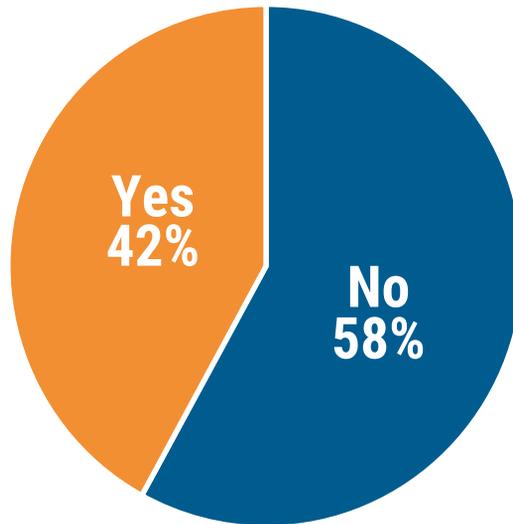
DISA conducted more than 60 surveys with owner / operators in the oil & gas, chemical, and energy markets that perform drug testing. The incentive for owners to participate was to get a high level report back that compares their facilities to the best practices across the industry.

Owner Survey results are confidential and are not shared, except when included in high level analysis like this report. 80+% of owners that participated are using DISA Global Solutions in some capacity for drug testing.

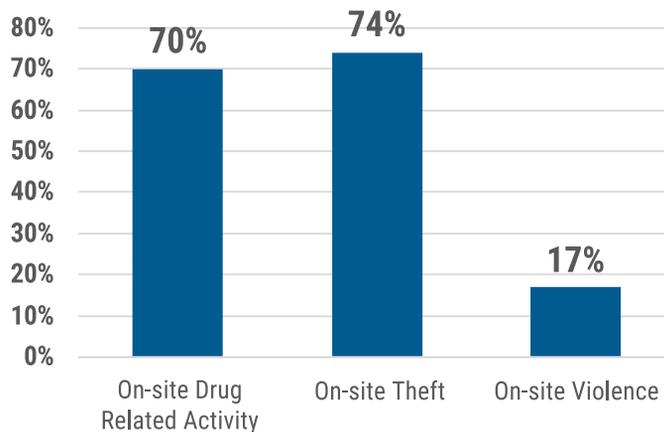
We are always looking for more owners to add to the survey, and will combine this year's survey data with surveys conducted over the next 12 months to create a 2-year running dataset for the 2020 Owner Survey. To participate in the 2020 Owner Survey, please email [ownersurvey@disa.com](mailto:ownersurvey@disa.com).

# SITE ACTIVITY

HAVE YOU EXPERIENCED ANY THEFT, VIOLENCE, OR DRUG RELATED ACTIVITY IN THE PAST 12 MONTHS?

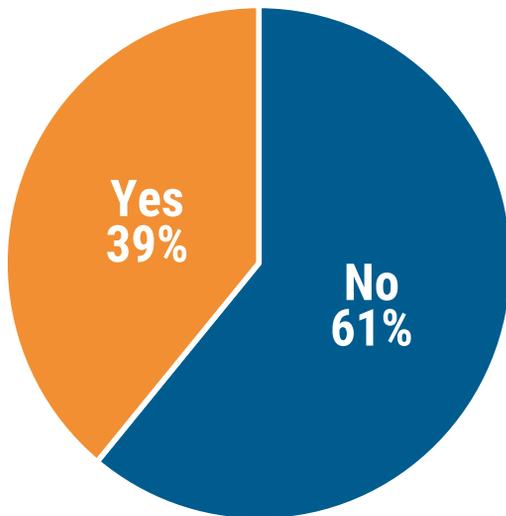


WHAT KIND OF ACTIVITY?

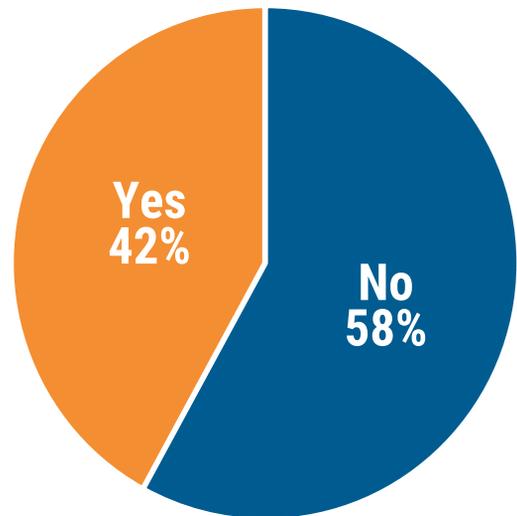


# MARIJUANA & SYNTHETIC THC USE

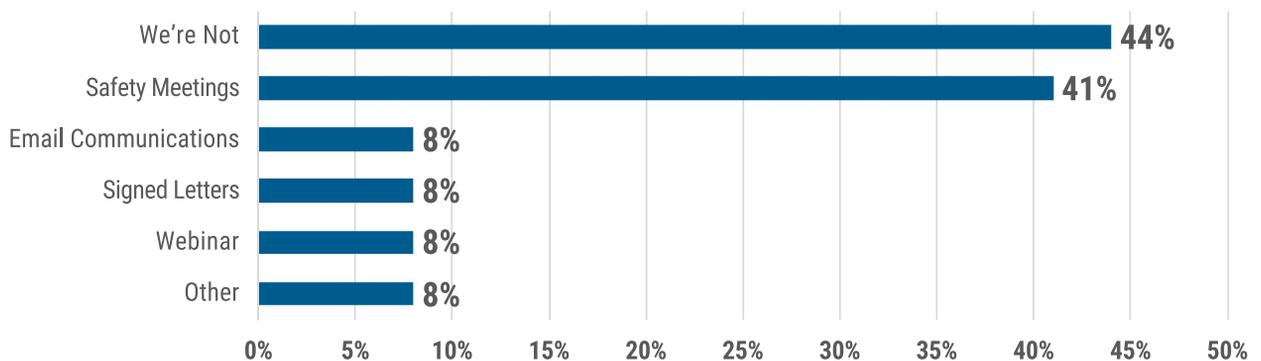
ARE YOU CONCERNED ABOUT INCREASED LEGAL MARIJUANA USE BY CONTRACTORS?



ARE THERE CONCERNS REGARDING SYNTHETIC THC AT YOUR FACILITY?



HOW ARE YOU EDUCATING YOUR WORKFORCE THAT LEGAL MARIJUANA IS STILL PROHIBITED?

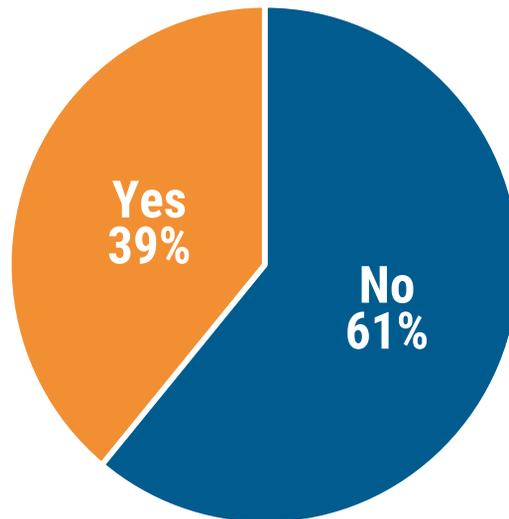


## ANALYSIS

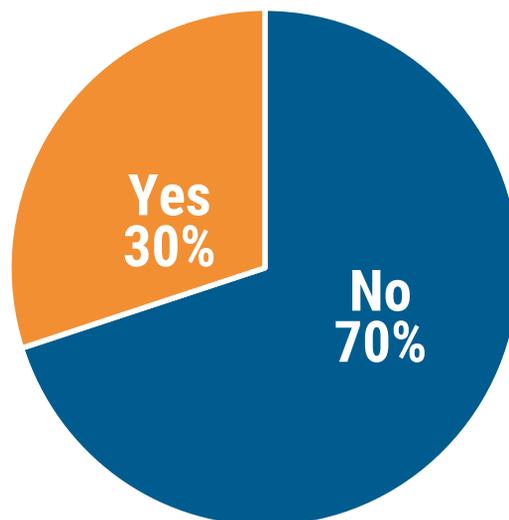
Surprisingly, legal marijuana is not being treated as a big concern by owners. While we have seen an increasing awareness of the potential threat from marijuana and synthetic THC use, 44% of owner / operators are still not doing anything to educate their workforce that legal marijuana is still prohibited on the job site. It's crucial that employers proactively inform their staff, or employees will mistakenly use legal marijuana or synthetic THC and then test positive.

# OPIOID USE

ARE THERE CONCERNS REGARDING THE OPIOID EPIDEMIC AT YOUR FACILITY?



DO YOU USE MEDICAL ACKNOWLEDGMENT FORMS FOR SAFETY SENSITIVE POSITIONS?

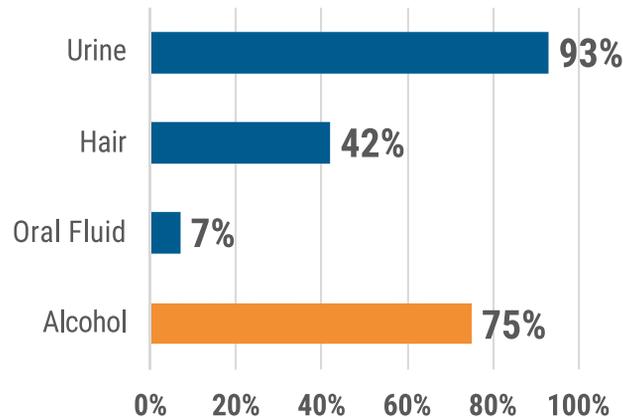


## ANALYSIS

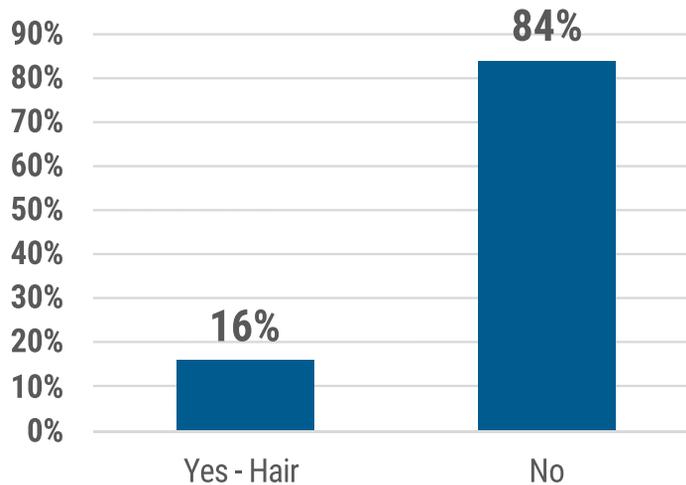
Opioid use is also a surprisingly low concern for the survey participants. According to Psychemedics, a pioneer in the field of hair testing, 1 out of every 22 hair tests was positive for opioids in 2016. The scary part is that less than one-third of those drug tests are reported as positives due to prescriptions being so common. That means employees who may be legally abusing prescription pills are unidentified in your workforce. With a medical acknowledgment form, you can require employees to notify you before they begin taking anything that may impair their ability to do their job safely.

# DRUG TESTING METHODOLOGY

WHICH DRUG TESTING METHODOLOGIES DO YOU USE?



IS THERE ANYTHING ELSE YOU WANT TO START SCREENING FOR?

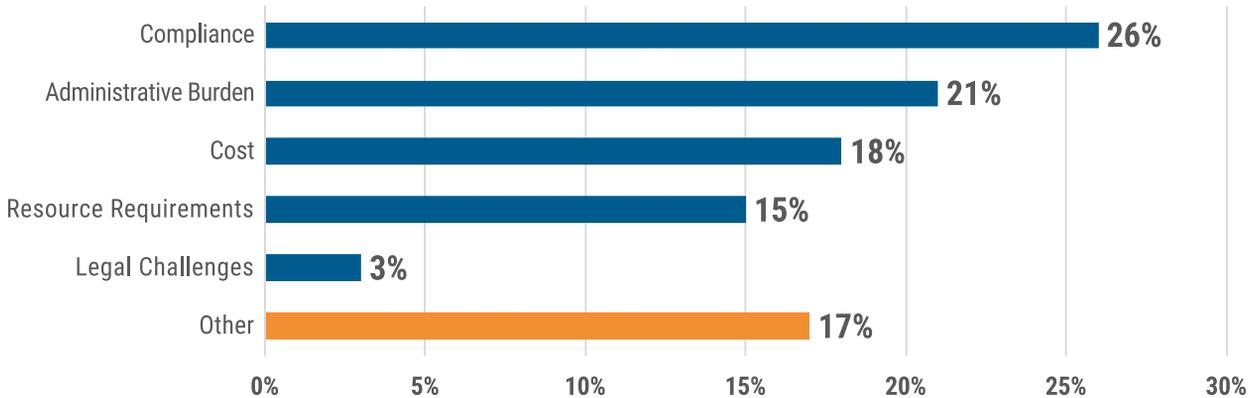


## ANALYSIS

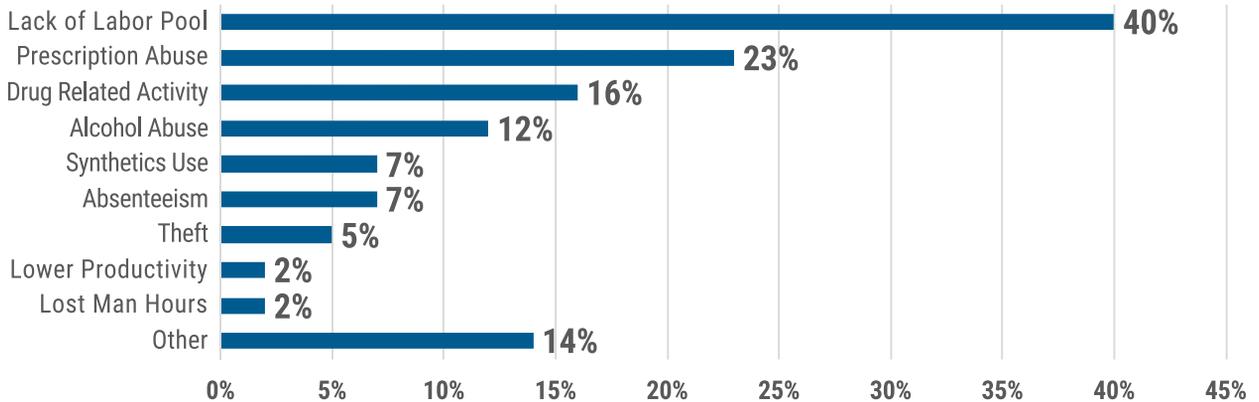
75% of owners test for alcohol, with a large percentage that do not test coming from upstream oil fields. More than 40% of owners surveyed are using dual methodologies. 35% of owners are using hair and urine testing, while 7% are using hair and oral fluid testing. In addition, 16% of owners are looking to add hair testing to their program. In the next year or two, it may be more common to have dual testing methodologies than not.

# WHY ARE OWNERS TESTING?

## WHAT CONCERNS YOU THE MOST WITH EMPLOYEES AND SCREENING?



## WHAT TRENDS ARE YOU SEEING INCREASE AT YOUR SITE/LOCATION?

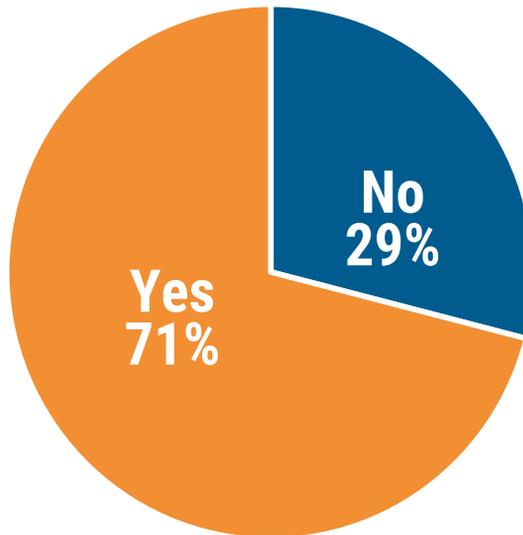


### ANALYSIS

While a lack of quality labor pool is clearly the largest increasing trend with 40% of owners seeing an issue, prescription abuse, drug related activity, alcohol abuse, and synthetics use round out the top 5. Collectively, more owners are seeing increases in drug and alcohol abuse than any other trend.

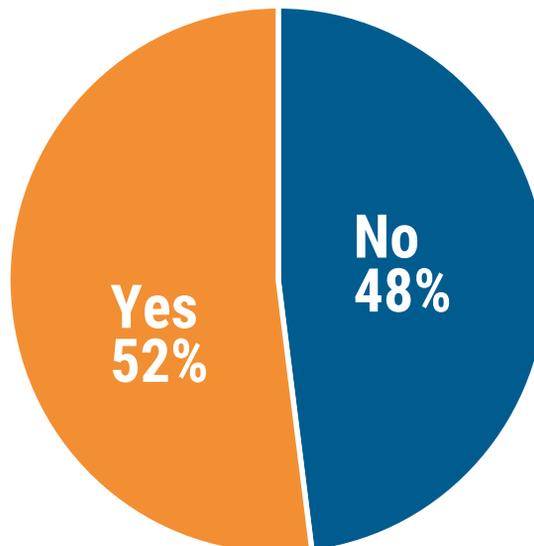
# DRUG TESTING WORKS!

HAVE YOU SEEN A DECREASE IN SAFETY RELATED INCIDENTS SINCE THE INCEPTION OF A DRUG TESTING PROGRAM?



**71% of owners** saw a reduction in safety-related incidents upon implementing a drug testing program.

HAVE YOU SEEN A DECREASE IN SAFETY RELATED INCIDENTS SINCE THE INCEPTION OF A CONSORTIUM?



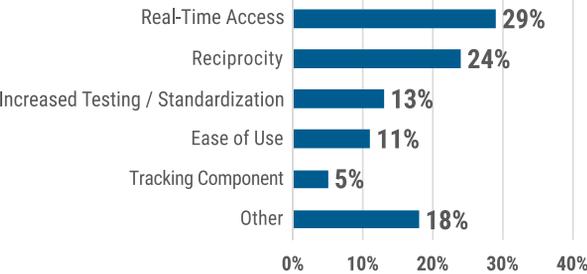
**52% of owners** who then implemented a drug testing consortium saw a further reduction in safety-related incidents.

## ANALYSIS

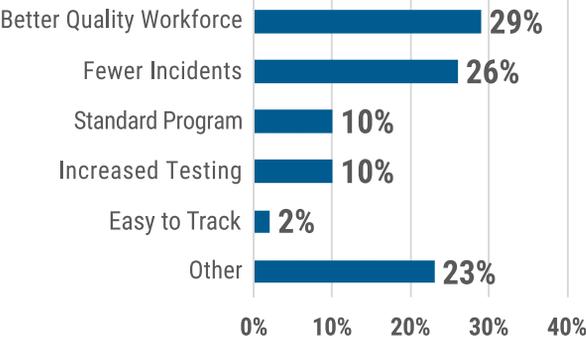
There is direct correlation between implementing drug testing at a facility and seeing a decrease in safety-related incidents. With drug and alcohol abuse being the largest aggregate increasing trend this should only increase. Owners that have implemented a consortium further reduce safety related incidents and prevent the risk of job-hopping employees that abuse drugs and alcohol coming onto their work site.

# CONSORTIUM OWNERS

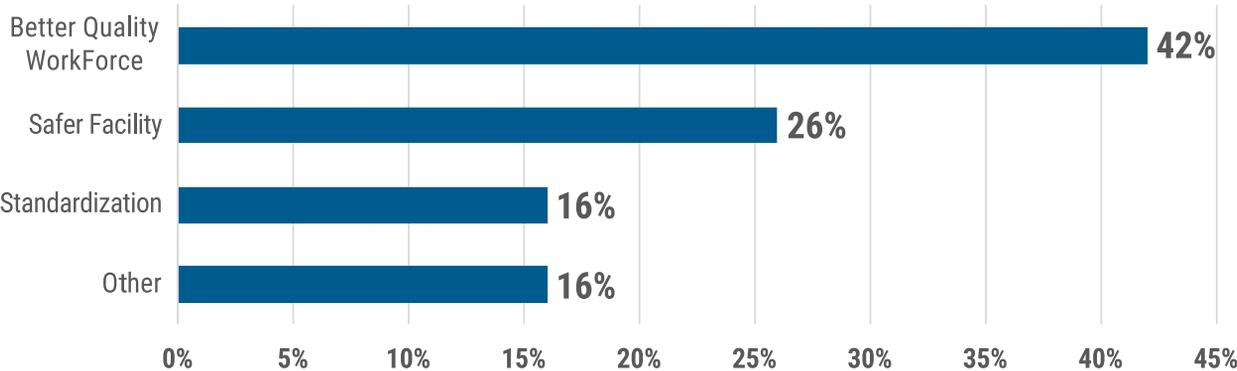
WHAT CONSORTIUM INNOVATION DO YOU MOST BENEFIT FROM?



HOW HAS THE CONSORTIUM MOST IMPROVED WORKER SAFETY AND HEALTH?



CONSORTIUM OWNERS THAT SAW A DECREASE IN SAFETY INCIDENTS WERE ASKED TO ELABORATE **WHY?**

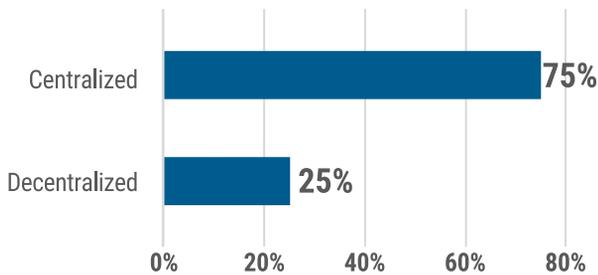


## ANALYSIS

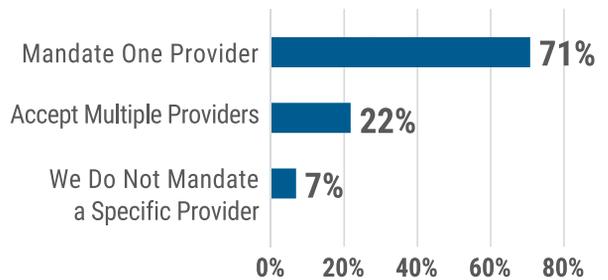
Owners participating in a consortium saw the largest benefits from real-time access and reciprocity. They also identified a better quality workforce and safer facility with fewer incidents as the leading reasons the consortium has contributed to improving worker safety and health at their facility.

# HOW ARE OWNERS TESTING?

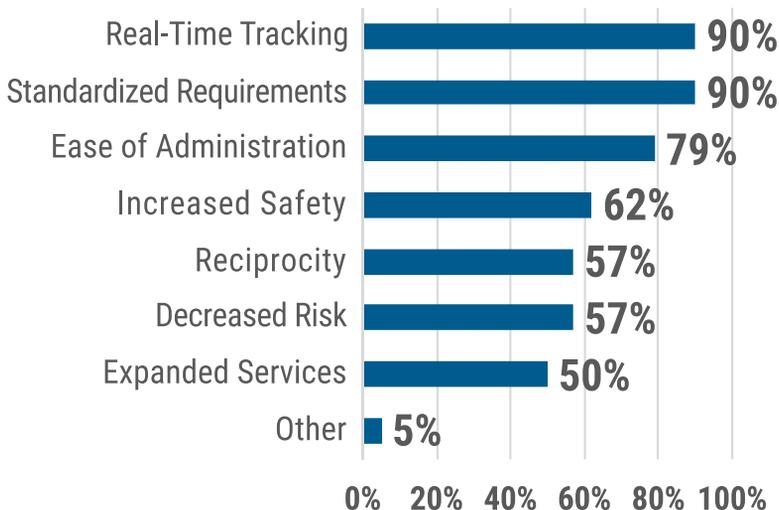
IS YOUR DECISION MAKING CENTRALIZED OR DECENTRALIZED?



DO YOU MANDATE ONE DRUG TESTING PROVIDER OR ACCEPT MULTIPLE?



WHY DO YOU MANDATE ONE PROVIDER?



**71% of owners** mandate a single provider for drug testing.

The leading reasons are:

- *Standardized Requirements*
- *Real-time Tracking*
- *Ease of Administration*
- *Increased Safety*

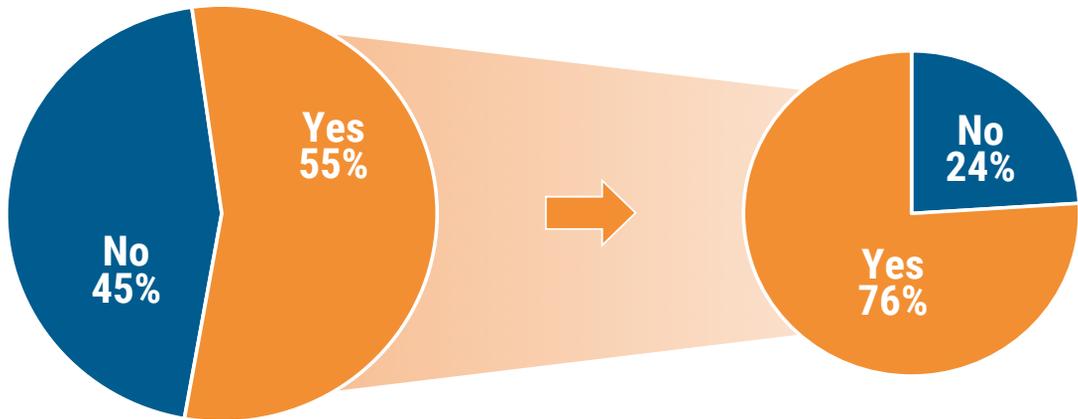
## ANALYSIS

It's no surprise that owners with centralized decision makers (75%) most commonly mandate one provider for their drug testing (71%). Owners that mandate a single provider attributed the decision to multiple reasons, the leading of which are real-time tracking, standardized requirements, ease of administration, and increased safety.

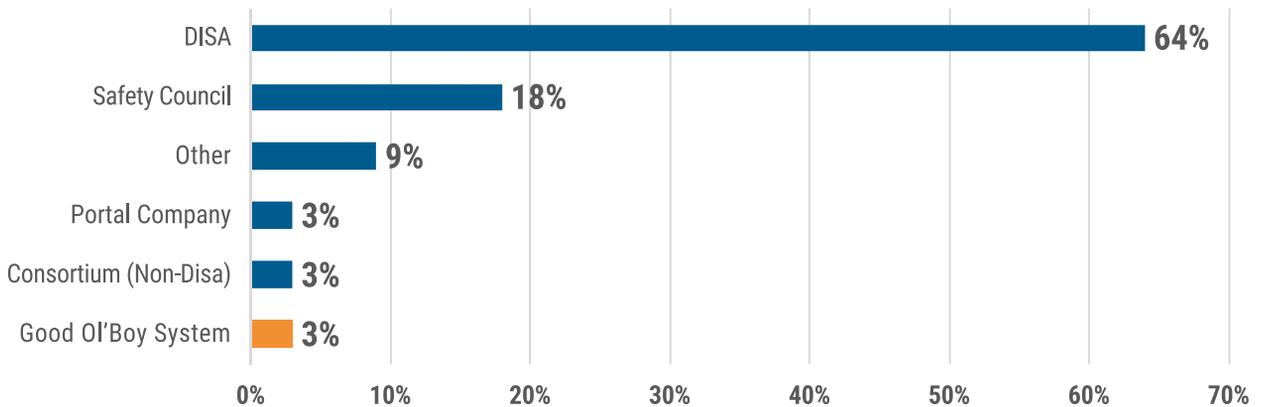
# CONTRACTOR COMPLIANCE

DO YOU SHARE CONTRACTOR COMPLIANCE INFORMATION WITH YOUR PEERS?

IS YOUR CONTRACTOR SCREENING AND COMPLIANCE STANDARDIZED ACROSS ALL OF YOUR SITES?



HOW DO YOU SHARE CONTRACTOR COMPLIANCE INFORMATION?



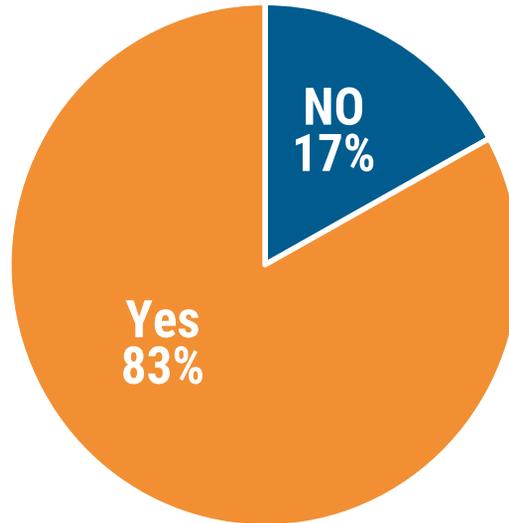
## ANALYSIS

More than half of owners share contractors' compliance information with peers, and of those owners, 76% of them standardize contractor screening and compliance across all of their sites. 64% of owners currently use DISA to share their contractor compliance.\*

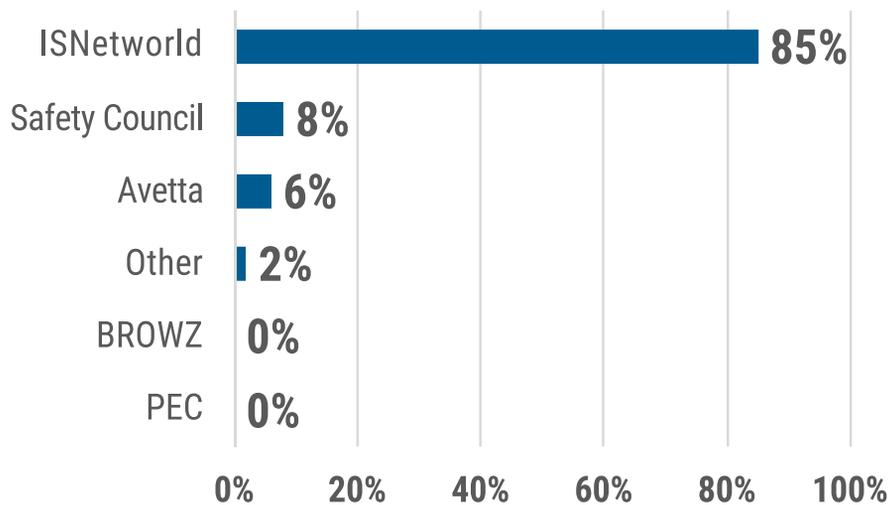
\* = The majority of owners participating are DISA customers. This percentage will likely drop as we include more non-DISA customers.

# PORTAL COMPANIES

DO YOU INTEGRATE WITH PORTAL COMPANIES?



WHICH PORTAL COMPANIES DO YOU INTEGRATE WITH?

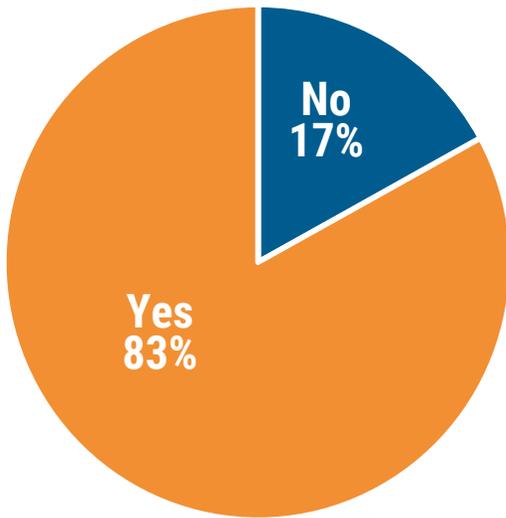


## ANALYSIS

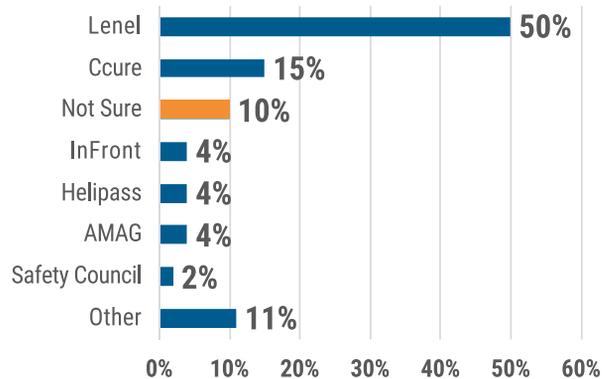
Over 83% of owners integrate with a portal company, and ISNetworld is by far the leading portal company for owners in safety-sensitive industries.

# BADGING COMPANIES

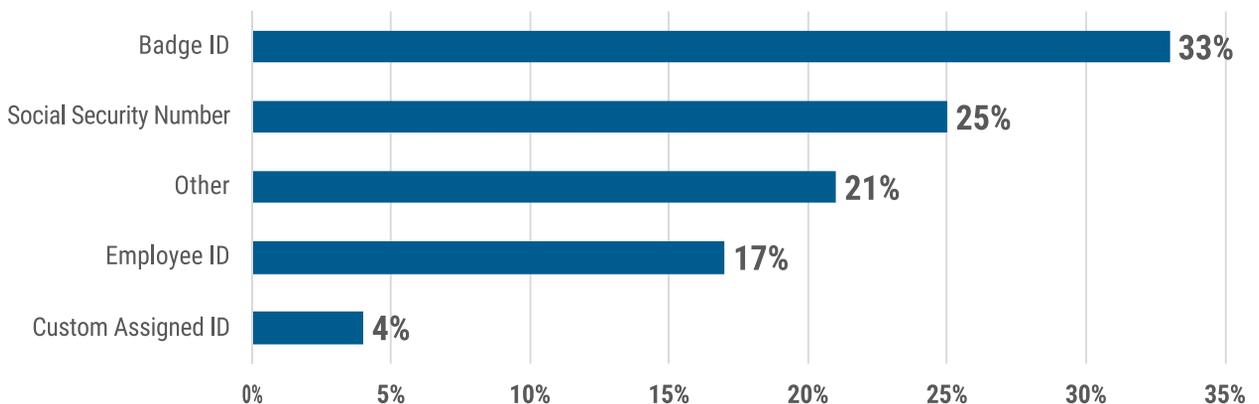
DO YOU USE A BADGING SYSTEM?



WHICH BADGING SYSTEM DO YOU USE?



WHICH UNIQUE IDENTIFIER DO YOU USE IN YOUR BADGING SYSTEM?



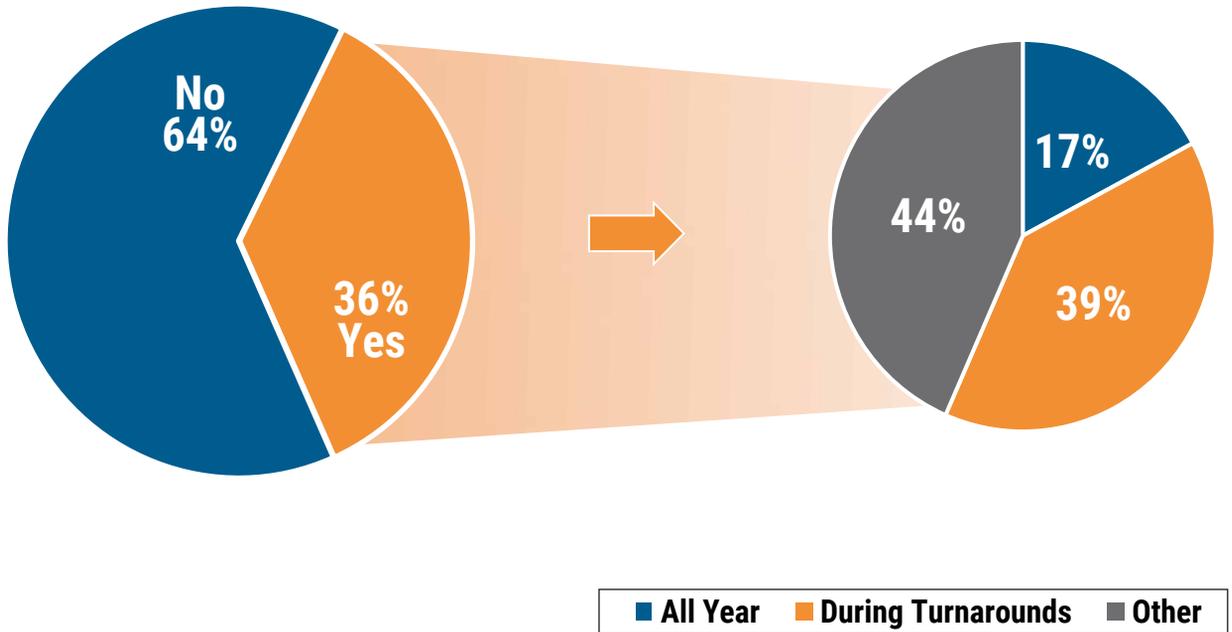
## ANALYSIS

Similar to portal companies, it's far more common to use a badging system than not. 50% of owners integrate with Lenel, and in distant second is Ccure. Surprisingly, 10% of owners we spoke to aren't sure who they're using. The industry standard for a badge unique identifier is split, but owner's predominantly use use a badge ID, followed closely by Social Security Number.

## OWNER-INITIATED TESTING

DO YOU PERFORM OWNER-INITIATED TESTING?

WHEN DO YOU PERFORM OWNER-INITIATED TESTING?

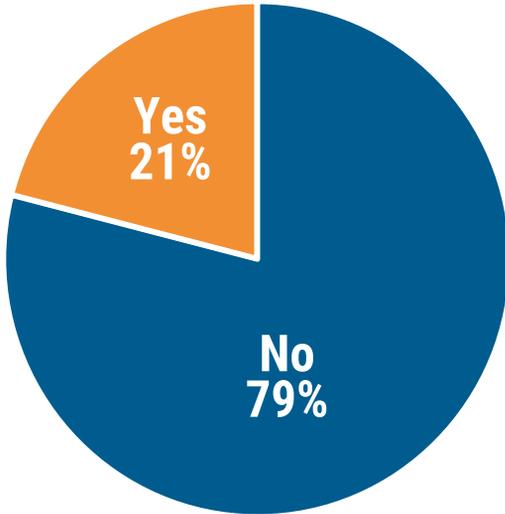


### ANALYSIS

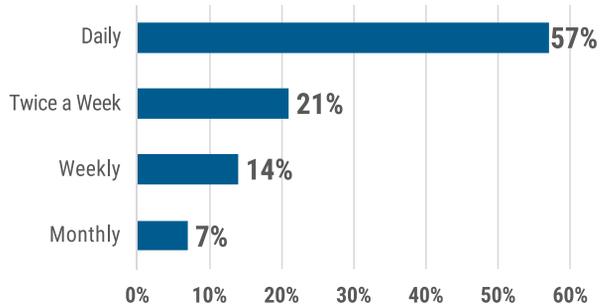
Only 1 out of 3 owners are performing owner-initiated testing. When they do, there often isn't a set cadence for how frequently or when they schedule them. 39% of owners do owner-initiated testing during their turnarounds, while 17% do them year-round.

# ON-SITE TESTING

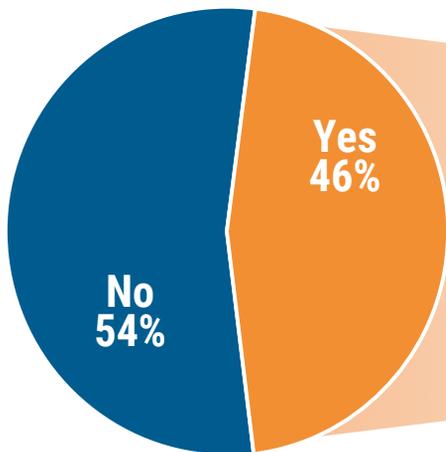
DO YOU PROVIDE ON-SITE COLLECTIONS FOR YOUR NESTED CONTRACTORS?



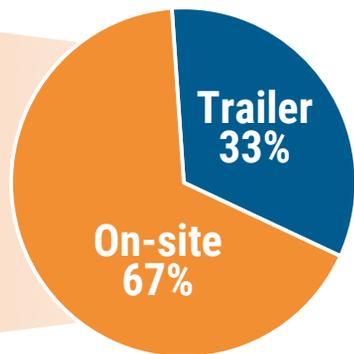
HOW FREQUENTLY DO YOU PROVIDE ON-SITE COLLECTIONS FOR YOUR NESTED CONTRACTORS?



DO YOU PROVIDE ON-SITE TESTING FOR YOUR PROJECT BASED CONTRACTORS?



DO YOU HAVE A LOCATION ON-SITE TO CONDUCT COLLECTIONS OR DO YOU BRING IN TRAILERS?



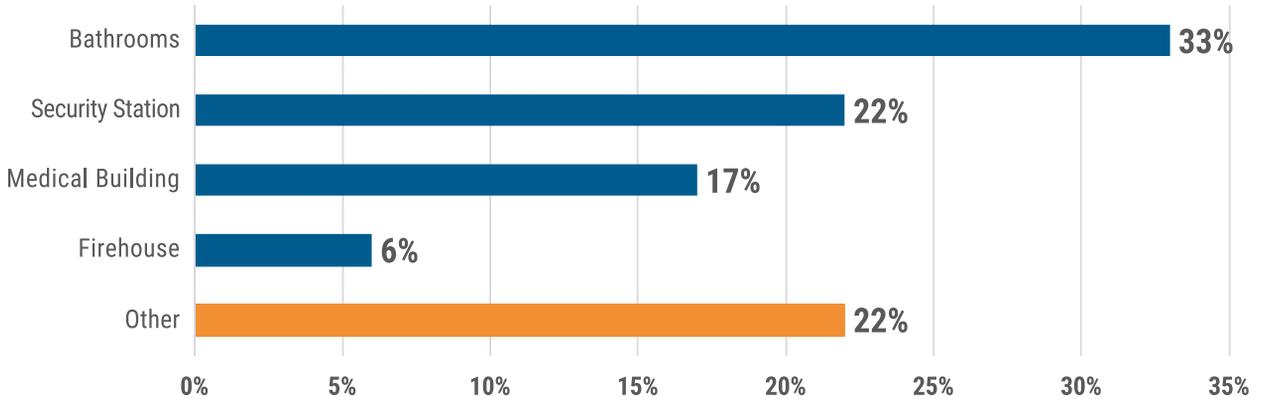
## ANALYSIS

It's more common for owners to provide on-site testing for project based contractors than their nested contractors, but it still happens less than 50% of the time. We are seeing demand increase for on-site testing, but it's not the industry standard yet. Owners do this to ensure their contractors are able to get on site quickly instead of leaving the facility to travel to a collection site.



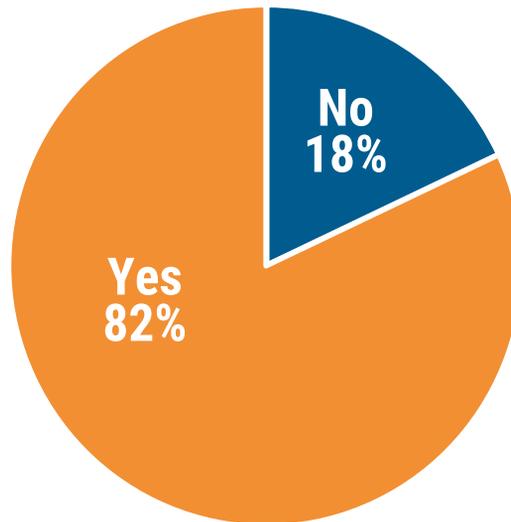
# ON-SITE TESTING

WHERE ON-SITE DO YOU DO YOUR TESTING?

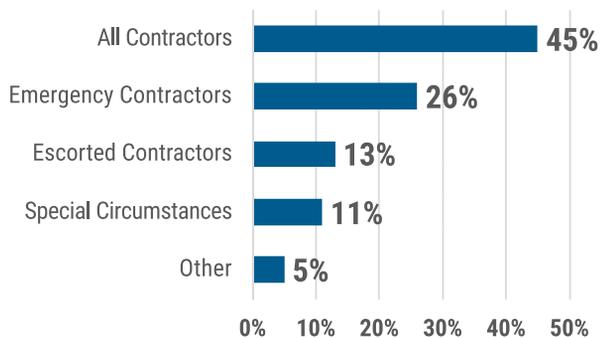


# TEMPORARY PASSES

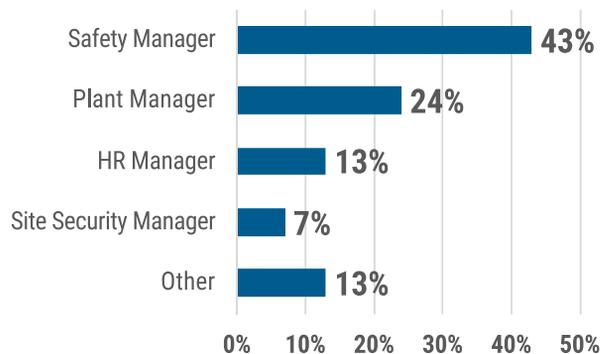
DO YOU OFFER TEMPORARY PASSES OR EXEMPTIONS?



WHO IS ELIGIBLE FOR A TEMPORARY PASS?



WHO SIGNS OFF ON TEMPORARY PASSES OR EXEMPTIONS?



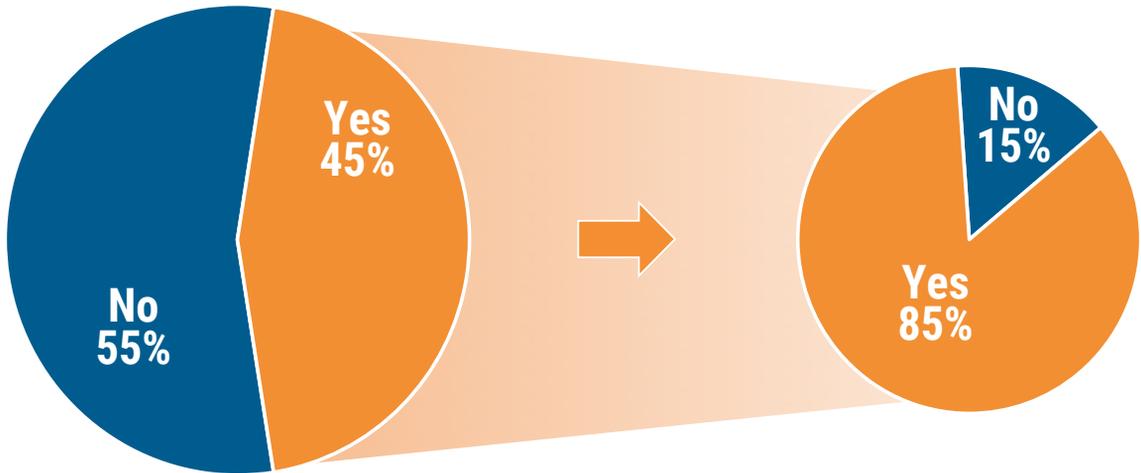
## ANALYSIS

4 out of 5 owners offer temporary passes, but more than half limit the scope of who can receive them. The industry best practice is to have these signed off by the facility's safety manager, although 25% of owners, especially at smaller facilities, may elect to have the plant manager sign off.

# POINT OF COLLECTION TESTS

DO YOU UTILIZE POINT OF COLLECTION TESTS (POCT)?

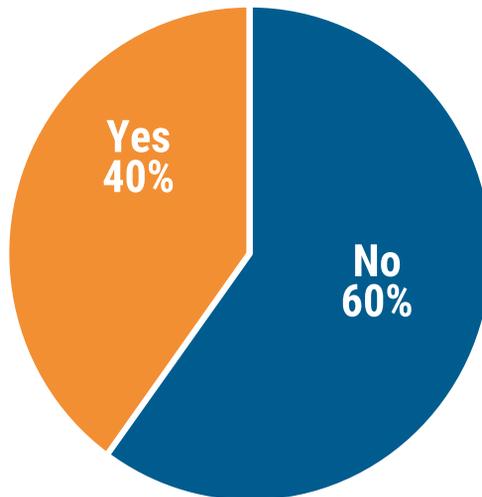
DO YOU TRACK THE RESULTS?



HAVE YOU EVER HAD A FALSE POSITIVE FROM A POINT OF COLLECTION TEST?

Only **45% of owners** use POCT. When they do, **77% of owners** are sending the test off to be lab certified.

**40% of owners** that use quick tests have seen false positives.

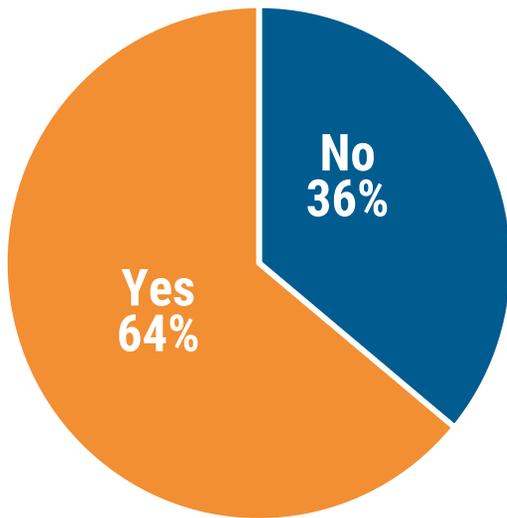


## ANALYSIS

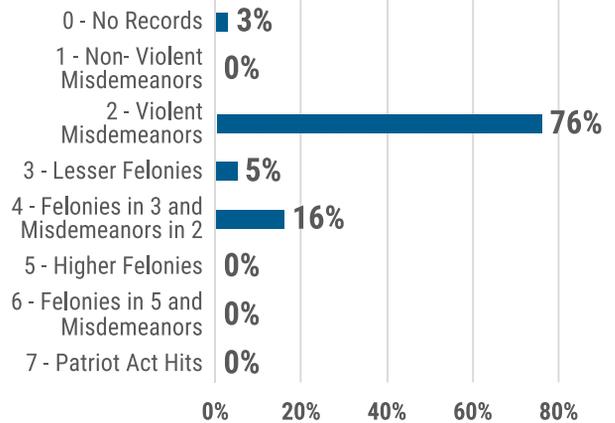
It would be extremely uncommon to only use a point of collection test / quick test, but 45% of owners surveyed use them in conjunction with random and/or pre-access drug testing. 77% of owners are sending negative tests off to be lab certified, and 40% of those owners have seen false positives as a result of lab testing. As a result of potential POCT inaccuracies, the best practice is to include lab certified testing.

# BACKGROUND SCREENING

## DO YOU REQUIRE BACKGROUND CHECKS?



## WHAT IS YOUR CUT SCORE?



## 2017 GRADED BACKGROUND DATA

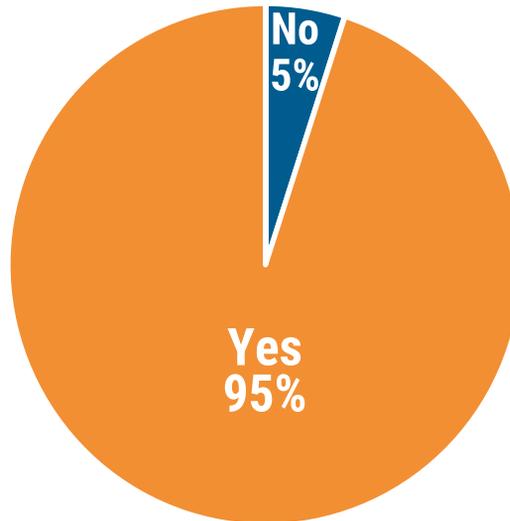
Score – Record Type	Employees	% of Total
0 – Clear Record	346,608	85.91%
1 – Non-Violent Misdemeanors	32,349	8.02%
2 – Violent Misdemeanors	7,503	1.86%
3 – Lesser Felonies	2,799	0.69%
4 – Felonies in 3 and Misdemeanors in 2	387	0.09%
5 – Higher Felonies	11,679	2.90%
6 – Felonies in 5 and Misdemeanors in 2	2,082	0.52%
7 – Patriot Act Hits	49	0.01%

### ANALYSIS

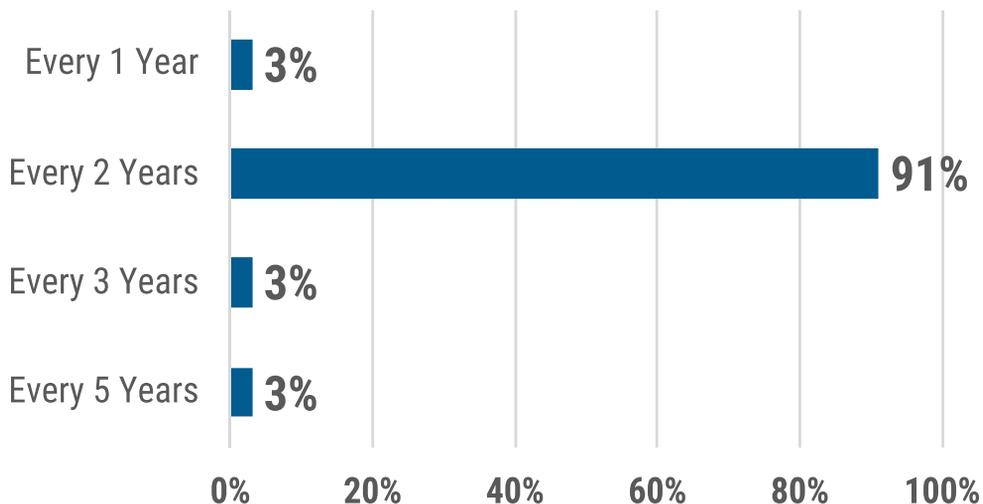
Every year we see more owners mandating background checks. The industry typically sets a cut score of 2, which prevents someone with a felony on their record from working in these safety-sensitive facilities. In 2017, DISA saw 49 people apply for access inside a safety-sensitive facility, despite having a Patriot Act hit on their record. Owners are utilizing background checks, which focus on preventing theft, violence, and drug use, in addition to TWIC which focuses on identifying national security threats.

# BACKGROUND SCREENING

DO YOU HAVE A RENEWAL TIMEFRAME FOR YOUR BACKGROUND CHECKS?



HOW FREQUENTLY DO YOU RENEW BACKGROUND CHECKS?



## ANALYSIS

Owners that mandate background checks for their contractors overwhelmingly require them re-run ever 2 years. This prevents someone working for you from getting a felony and you never knowing about it. Recurring background checks is an industry standard that keeps your facility safer. 97% of background checks are run more frequently than TWIC credentials which are only run every 5 years.

1

**There's a noticeable shift towards multiple testing methodologies to eliminate gaps in drug testing coverage.**

- 42% of owners are using multiple testing methodologies.
- 16% of those surveyed want to **ADD** hair testing into their program.

2

**Communication to employees needs improvement.**

- 70% aren't using medical acknowledgement forms.
- 44% aren't communicating marijuana related information at all.

3

**Concern for legal marijuana and opioids are still low at 40% overall.**

- Traveling workforces make this an issue everyone should be concerned about. Companies should protect themselves with medical disclosure forms.

4

**Lack of quality labor pool, prescription abuse, and drug / alcohol abuse are the top increasing trends from the owner perspective.**

5

**71% of owners mandate a single provider for drug testing.**

- The leading reasons for mandating a single provider are standardized requirements, real-time tracking, ease of administration, and increased safety.

6

**Most owners share contractor compliance information with peers.**

- Compliance information is predominantly shared through DISA and 75% of the time, contractor screening is standardized across all sites.

7

**71% of owners saw a reduction in safety related incidents upon implementing a drug testing program.**

- In addition, 52% of owners saw a further reduction in safety related incidents upon implementing a drug testing consortium.

8

**83% of owners integrate with portal companies. 83% of owners integrate with a badging company.**

- 85% use ISNetworld for a portal company, 50% use Lenel for badging.

9

**82% of sites offer temporary passes in a pinch, but more than half are restricted.**

10

**POCT offers quicker access, but risks false positives and increased costs.**

- 45% of owners use POCT tests, but most are sent to be lab certified regardless. 40% of owners that use POCT have seen false positives.

11

**More owners are implementing background screening.**

- The majority of owners require background checks that are renewed every other year, and require a cut score of 2.
- More than 31% of all owners have seen theft related incidents, 30% have seen drug abuse, and 7% have had on-site violence in the past 12 months.





**DISA IS AN INDUSTRY LEADING TPA  
FOR DRUG TESTING, BACKGROUND  
SCREENING, AND TRANSPORTATION  
COMPLIANCE IN SAFETY-SENSITIVE  
INDUSTRIES.**



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