



Global Social Responsibility

## A Letter from the Chairman & CEO

ISN' goal is to be the leading provider of technology solutions and services to the energy industry. Our progress towards achieving that goal is measured not only in the dollars of revenue we earn or in the quality and innovation of the products and services we provide, but also in how we protect the health and safety of our employees, reduce the impact of our operations on the environment and support our communities.

In 2008, I formally introduced our Core Values to all employees. They serve as a promise of what our employees, customers, shareholders, suppliers and communities can expect of ISN. They also serve as a guide for our actions and decisions every day, and will distinguish the ISN brand worldwide. This includes a pledge to be a strong corporate citizen in all aspects of our business.

Every day, our employees around the world are making a lasting impact on the communities in which they live and work. Beyond the commitment of daily work activities, they are reaching out to their schools, neighbors and civic organizations, providing needed services and enriching the lives of those around them.

Since becoming CEO, I have encouraged our employees to give their time and support to any of the worthy causes for which they are passionate about. I am very impressed with our global response with employees engaged in many charity and outreach programs, including support of local education for school-aged children, sponsorship of adult literacy programs and fundraising for the benefit of many organizations.

In this report, we would like to share with you some of the ways we are striving to make a difference in the communities where we work and live.

# What is Global Social Responsibility?

Global Social Responsibility is a simple concept. It is the people of ISN taking the initiative to be more responsible to our planet, to the communities in which we live and work, and to ourselves. It is an effort that goes beyond our day-to-day jobs or our lives at home. The beauty of our social responsibility is that it spans continents and cultures. Our efforts are grassroots attempts to positively affect the lives of the people in the communities in which we operate.

And, the best part, the energy we spend on social responsibility directly reflects the values we stand for.

## **Integrity**

We do what is right and ensure there is consistency between what we say and what we do. ISN supports education, and we help those who are in need in the communities where we live and work.

## **Innovation**

Ideas and technology are what set our company, and our people, apart from all others. Innovation is essential to thrive in today's world, but it is also necessary in order to create better technologies that preserve and enhance the environment and make the workplace safer.

## **Collaboration**

By collaborating with our key stakeholders, we address their unique needs and their expectations. Working together across the globe, we create positive change that makes our communities better places.

## **Respect**

We empower our people, support our communities and respect and embrace diversity. As a global company, we welcome the variety of thoughts and ideas from every culture. We strive to minimize our environmental impact, reach out to those less fortunate, and foster goodwill across the globe.

## **Accountability**

Our sense of responsibility in all aspects of our business will never waver. We prove this by initiating programs to recycle and conserve resources, complying with laws and regulations, and accepting responsibility to the communities where we live and work.

## **Health, Safety and the Environment**

We establish standards to operate in the safest manner possible, promote employee health and protect the environment. A NMGus on HSE supports our growth, success and core values. The safety of our employees, customers and communities is paramount. Our vision is an ISN us in all we do.

The principles of Global Social Responsibility are ingrained into the culture of ISN. It is who we are and what we do every day.