

Supplier Contract Service (SCS) Worker Provisioning Process

As of August 2026, we have updated how **access for Supplier Contracted Service (SCS) Workers** (formerly known as Statement of Work, SOW) is requested and managed.

The vendor's role

Vendors play an important part in this process. When a resource is not named in the Statement of Work (SOW) or contract, a vendor email is the evidence that ties the named resource to the engagement. Vendors will be asked to provide an email confirming the SCS Worker's name and dates so requests can be processed by Pembina Provisioners without delay.

SCS Workers Provisioning Process

All SCS Worker requests, including onboarding and extensions (as of August 20, 2026), and early & immediate offboarding (as of August 13, 2026), will be initiated by a Pembina Provisioner in ServiceNow, supported by evidence, and routed to the Leader for approval. In practice, this means:

- Requests are initiated in ServiceNow by a Pembina Provisioner.
- Each request includes evidence: a Leader or Vendor email that names the resource and confirms the applicable dates, uploaded into ServiceNow.
- The Leader approves the request through the ServiceNow workflow before access is provisioned.

Questions?

Reach out to your Pembina authorized representative (found in your PO)



NOTE: this process **does not** apply to **Contingent Worker** or **Contingent Worker service provider**.