veriforce®

Expert
Services

Partner with Veriforce's industry-leading technical experts to mitigate risk, lower costs, and improve outcomes.

veriforce.com

Reducing supply chain risk
to enable better business

Expert Services

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Unparalleled expertise to help evolve and mature your program.

Veriforce goes beyond supply chain risk management software with decades of real-world experience and deep subject matter expertise. Our Expert Service team will help you optimize your supply chain processes, mature critical safety programs, and ensure regulatory compliance at every stage of the supplier engagement lifecycle.

Navigate the complexities of contractor compliance & reduce business risk with

- ⊘ Operator Qualification and Regulatory Services
- ⊘ HSE (Health, Safety, and Environmental)
- ⊘ System/Account Implementation
- ⊘ Supply Chain

Let us do the heavy lifting.

Take advantage of our wide range of professional services to better manage your third-party workforce.

Audits & Assessments

We provide a suite of comprehensive assessment and audit services for OQ (Operator Qualification), HSE (Health Safety and Environmental), and Supply Chain / Procurement functions.

System Integrations

We support over 150 different data feeds and integrations- all to drive operational efficiency and to ensure you have critical information when and where you need it.

Consulting

Our established industry experts provide a wide array of consulting services designed to meet your specific needs and based on your current operating reality and goals.

Custom Training & Orientations

Let our training development team create custom content for your employees and contractors, leveraging best practices in instructional design that are optimized for adult learners.

HSE
(Health, Safety, and Environmental)

For over 30 years, Veriforce has led in HSE programs for contractor management. Let us help you mature your HSE program to drive safely, improve outcomes, and mitigate risk.

Contractor Management Plan Analysis

Dive deep into your Contractor Management (CM) program to identify gaps and recommend enhancements. We assess how your Hiring Client policies align with contractor-level policies, working to bridge any gaps for improved safety compliance and performance. At completion, you receive a report along with industry best practice recommendations.

Serious Injury and Fatality Investigations

Leveraging subject matter experts, Veriforce conducts detailed investigations into serious injuries and fatalities (SIF's) to uncover root causes and implement preventive measures, ensuring such incidents are significantly reduced or eliminated. At conclusion, a report is provided that, under attorney-client privilege, presents findings along with recommendations that are actionable in any safety management system.

Contractor Safety Management System (SMS) Plan Analysis

Our customized SMS audits deliver a gap analysis of your regulatory and risk requirements, highlighting areas of potential risk and liability, ensuring you meet your organization's exacting standards for safety and compliance. Working with your team, our consultants right-size safety management system, while allowing your people to continue what they do best, protecting people, the environment, and company assets.

Psychological Safety & Organizational Culture Assessments

Utilizing statistically valid research questions, we evaluate your organization's support for safety initiatives, probing management practices, policies, procedures, and direction. This assessment provides insights on how to establish programmatic efforts that support psychological safety among workers that directly contribute to a safer physical workplace.

Field Audits

We conduct CM system audits on more than 30 HSE and regulatory subjects in up to several field locations for effective system implementation and execution. We then deliver a comprehensive report outlining best practices and areas of opportunity.

The Veriforce Expert Services team is committed to promoting health and safety across your supply chain networks. With our verification, auditing, and consulting services, you can uncover hidden risks and opportunities to improve safety and compliance. By consolidating software and processes into one platform, you can focus on high-priority tasks, and discover new resource efficiencies and cost-savings. Partner with Veriforce Expert Services to stay current with industry and regulatory trends and to drive continuous improvement in your HSE program.

For a complete list of expert services, see Appendix A.

Supply Chain and Procurement

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Veriforce is excited to announce our expanded catalog of Supply Chain and Procurement expert services.

Veriforce's team of Technical Experts.

Our team consists of seasoned resources who range from entry level analysts who are experienced "doers" to former Chief Procurement Officers who have led multi-billion-dollar supply chain organizations and every experience level in between. Allow our industry experts help your organization to recognize and realize the impact that a well-oiled supply chain and procurement organization can have on the profitability of your business.

Supply Chain Risk Assessment

A Supply Chain Risk Assessment is a systematic process that identifies, evaluates, and prioritizes potential risks within an organization's end-to-end supply chain. This assessment helps in developing mitigation strategies to minimize the impact of disruptions, ensuring business continuity and operational resilience.

Areas of focus –
- · Supplier Risks
- · Geo Political Risks
- · Transportation and Logistics Risks
- · Natural Disaster and Climate Risks
- · Cyber Security and Technical Risks

Strategic Sourcing Assessment

A Strategic Sourcing Assessment is a comprehensive evaluation of an organization's procurement activities to identify opportunities for improving efficiency, quality, and cost-savings. It involves analyzing spending patterns, supplier performance, and market trends to develop an optimized sourcing strategy that aligns with the company's overall business objectives.

Areas of focus –
- · Spend Analysis
- · Supplier Evaluation and selection
- · Market Research
- · Contract Negotiation and Management

Supply Chain Maturity Assessment

A Supply Chain and Procurement Maturity Assessment is a comprehensive review that gauges an organization's proficiency in both managing its end-to-end supply chain—from sourcing raw materials to delivering finished products—and its procurement practices, such as supplier management and purchasing strategies. The assessment highlights strengths, uncovers weaknesses, and provides actionable insights to advance the organization to higher levels of efficiency, cost-effectiveness, and competitive performance

Areas of focus –
- · Strategy and Governance
- · Process Excellence
- · Technology and Digitization
- · Risk Management and Resilience
- · Performance Measurement and Continuous improvement

For a complete list of expert services, see Appendix B.

Supply Chain and Procurement

Supply Chain Systems and Tools Assessment

A Supply Chain Systems and Tools Assessment is an evaluation process where an organization reviews the technology and software solutions in place that support supply chain management. The objective is to ensure these systems are effective, up-to-date, and capable of facilitating efficient operations, data accuracy, and collaboration across the supply chain network.

Areas of focus –
· Inventory Management Systems
· Procurement and Sourcing Tools
· Order Fulfillment and Logistics tools
· Supply Chain and Procurement Visibility Tools
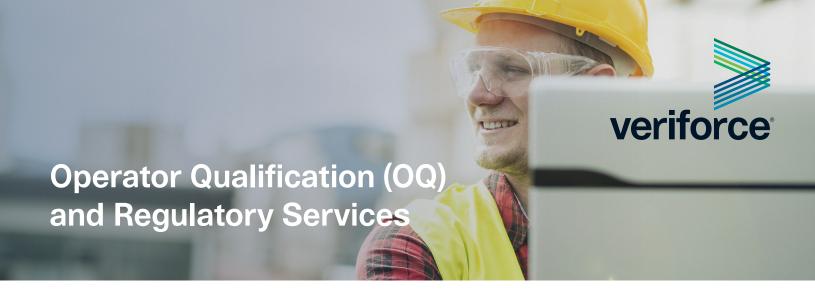· Technology and Integrations

Supply Chain Contract Life Cycle Assessment

A Supply Chain Contract Life Cycle Assessment involves the examination of all stages of a contract's existence from creation, execution, performance monitoring, to renewal or termination within the supply chain. This assessment helps organizations identify inefficiencies and risks, ensuring contracts support strategic sourcing and compliance objectives.

Areas of focus –
· Contract Creation and Standardization
· Contract Negotiations and Collaboration
· Contract Approval and Execution
· Contract Performance and Compliance Monitoring
· Contract Renewal, Renegotiation and Terminations

Bespoke Services

Along with the above offerings, Veriforce's Supply Chain and Procurement Professional Services team also offers bespoke resources tailored to the unique needs of your business. Our dedicated expert teams are recognized leaders and influencers globally in the disciplines of Procurement and Supply Chain and thus can be "right sized" for your particular needs. Whether your needs are to save money via a single procurement sourcing event, a team of professionals to accomplish a specific agenda, or even an interim Chief Procurement Officer, we have the team help you champion and accomplish whatever your Supply Chain and Procurement goals are.

The Veriforce Supply Chain and Procurement Expert Services team is committed to evaluating your organizations supply chain and procurement strategy, processes, systems, and tools using relevant frameworks and standards, ensuring supplier assessments comply with regulations, and identifying risks in supplier and contractor pools. With our unparalleled industry expertise, we help you streamline your supplier evaluation and management processes, reduce risk, and improve supply chain visibility. Partner with Veriforce Expert Services to stay current with industry and regulatory trends and to drive continuous improvement within your supply chain.

For a complete list of expert services, see Appendix B.

Operator Qualification (OQ) and Regulatory Services

Ensuring regulatory compliance and maturing your OQ program is easier with help from our experts. Here are the top five OQ Veriforce recommended services.

OQ Onboarding Training for New Clients

Veriforce provides technical training and guidance to facilitate a smooth integration into the Veriforce software, ensuring you acquire the skills you need for success.

Training Management

Our personalized Computer-Based Training (CBT) is tailored to help Hiring Clients get up to speed on key pipeline operations and gain a solid foundation of knowledge for covered task training.

OQ 101 Class

Leveraging subject matter experts, we enable you to navigate and understand regulatory requirements to reduce risk and foster a culture of safety and compliance.

DAMIS Reporting

Veriforce provides D&A Plan reviews and statistical information management to enhance regulatory compliance and support a comprehensive understanding of the effectiveness of the D&A program.
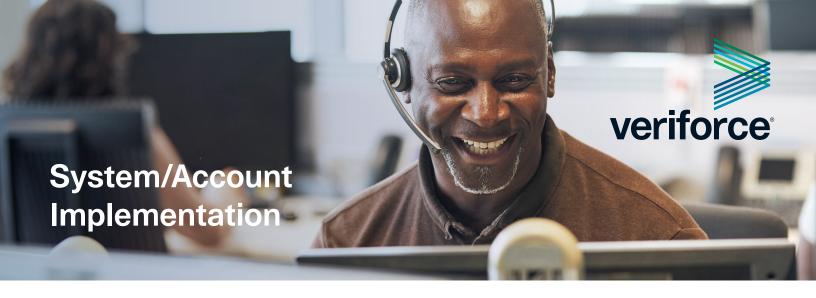
OQ Plan Development and Maintenance

We help you meet regulatory requirements and maintain compliance by documenting an annual OQ Program review each year.

The Veriforce Expert Services team is committed to partnering with you to improve and sustain the integrity of your OQ program. Our services not only address the current challenges of training and maintaining a qualified workforce but also support the long-term goal of reducing risk with a proven compliance solution. With our unparalleled industry expertise, your organization can confidently verify an individual has the prerequisite company and worker-level requirements to perform work on your regulated pipeline facilities. Partner with Veriforce Expert Services to stay current with industry and regulatory trends and to drive continuous improvement in your OQ program.

For a complete list of expert services, see Appendix C.

System/Account Implementation

Data Feed/ Integrations

Manage the push/pull of contractor data to your internal system of record. This service uses a Flat File transfer or API Data import and export to ensure data is visible to key stakeholders when and where you need it.

Implementation – Data Augmentation

Veriforce resources assist clients by entering data or uploading documents into the platform on their behalf. Examples include: MSA/COI uploads, training certificates, contractor prior status, contractor/vendor ID. PPE (Personal Protective Equipment) Ordering, Contractor Performance Assessment, Contractor Pre-Screening, etc.

Services Currently Exclusive to the ComplyWorks Platform

Sisense Dashboard Build

Navigate your data easily by creating a customizable dashboard with our team of experts. These dashboards enable running data and analytics on contractor compliance.

Process Management

This service can cover processes ranging from:
- Contractor Assessment
- Adding a Contractor

Customizable forms can connect new/existing contractors to the employer's contractor list within CW, and track & mitigate a contractor's negative compliance status with the ability to include approvals & validation of exemptions with or without contractor involvement.

The Veriforce Expert Services team is committed to creating a blueprint for success by collecting and verifying all pertinent information and supplementing anything you need for compliance. With more than 30 years of experience, we work to provide you with the education, prequalification, account maintenance, and training needed to help you manage your third-party workforce and navigate complex safety and regulatory environments.

For a complete list of expert services, see Appendix D.

Expert Services

Appendix A
Additional HSE Services

⊘ **Incident Response**
Relevant SMEs are available to respond within 24hrs of notification of an incident. Site security, regulatory assistance, investigation, etc. Removes potential bias in investigation and corrective actions, assistance and expertise dealing with OSHA.

⊘ **Safety Management System Policy/Procedure Development**
World-class, custom, safety programs that help clients bring their workers and contractors home safely every day, alleviate clients having to spend precious time developing programs. We keep programs evergreen to help you save additional time and money.

⊘ **Safety Management System Gap Analysis**
Helps ensure regulatory compliance, highlights areas of potential risk and liability, provides guidance on how to close gaps.

⊘ **ISO 45001, Z10 Other SMS Implementation Consulting**
The advent of International Standards Organization (ISO) standard 45001, Occupational Health and Safety Management Systems, realized a global standard for occupational safety and health. Veriforce's team of expert safety professionals work with your team to develop an executable and standard compliant plan that improves workplace safety while customizing such a plan to fit any organization's culture, objectives, and internal and external relationships.

⊘ **Program Implementation Assessments (Desktop Audit)**
- Proactively identifying gaps in contractor programs, training, and implementation
- Identify better contractors through impacting a contractor's overall status based on audit scores, etc.
- Reduces dedicated internal audit resources (labor & money)
- Utilizing a third-party auditor to overcome bias and reduce liability
- Design of audit program is based around ISO 45001 which can help with certification
- Fulfill regulatory requirements/industry best practice standards that require evaluation and continuous improvement
- Reduce incidents which will result in lower worker compensation costs, litigation expenses, and other direct and indirect costs incurred by the company

⊘ **HAZOP Hazard Identification/ HAZID Development**
The failure to identify hazards and associated risks in the design of work has led to numerous process safety failures that have resulted in numerous and infamous fires, explosions, and chemical releases. Veriforce's team of experts utilize a process hazard analysis (PHA) approach to create a hazard and operability study (HAZOP) to identify, evaluate, and control hazards and risks in complex processes. Utilized in complex plant operations in the chemical, pharmaceutical, oil and gas, nuclear, and mining industries, Veriforce's team of experts conducts rigorous reviews of newly designed or established processes to uncover potential risks

⊘ **PSM Plan Assessment/ PSM Facility Audits**
Offsets client resources, helps ensure regulatory compliance, highlights areas of potential risk and liability, provides guidance on how to close gaps.

⊘ **Training Course Delivery (Special Request Only)**
Delivery of one of our training programs - Day rate or per head onsite training of the JSA process.

⊘ **Training Needs Assessment**
The customized psychological safety and organizational culture assessment, developed by recognized industry experts is used to determine the effect of an organization's culture and initiative for support within safety programs to reveal the mediating role of psychological safety in workers completing high hazard jobs. The assessment covers the entire organization and is broken down by multiple demographics to identify potential issues. The assessment is conducted through employee opinions to about 30-45 survey questions customized for the organization. In general, the survey question seeks to determine employee perceptions regarding management support, policies and procedures, and relationships and communication with clients and contractors. The overarching goal is to discern what, if any, issues an organization has within their organizational culture and if there are psychological safety factors that are blocking proper decision-making measures to improve safety.

⊘ **Safety Data Sheet Development**
OSHA's Hazard Communication standard (29 CFR 1910.1200) requires chemical manufacturers or importers to classify the hazards of chemicals which they produce or import. This includes chemical mixtures such as produced water. Veriforce's team of certified industrial hygienists (CIHs) have the knowledge and expertise to develop OSHA compliant safety data sheets (SDSs) and labeling for any chemical, mixture, or compound.

⊘ **Emergency Response Tabletop Drills**
Develop drill scenario and facilitate a 3–5-hour tabletop emergency response drill.

⊘ **Emergency Response Plan Development**
Develop site/facility specific ERP. The assessment includes valid statistical results and graphing for easy to digest areas of success and continuous improvement. Based on the results of the research, the assessment also includes recommendations for corrective and preventative actions. Past clients have used such assessments in both proactive and preventative measures and as part of the investigative process and corrective action plan for serious injuries and fatalities.

⊘ **Organizational Readiness / Emergency Response Assessment**
Organizations are faced with more external and internal threats than ever before. Determining what those threats are and the effectiveness of the planned response is best done proactively than during a real-world/real-time event, where mistakes can be costly. Utilizing the latest incident command system (ICS) structure, the Veriforce team of qualified incident commanders develops realistic scenarios for your team to respond to during interactive tabletop exercises. The actions of the participants are evaluated against industry standards and a detailed report with recommendations for improvement is provided.

⊘ **OSHA Inspection & Citation Representation and Defense**
OSHA launches inspections and investigations related to hazardous conditions and workplace injuries, illnesses, and fatalities daily. Contending with an inspection and investigation by OSHA can be a daunting task. Handled improperly, companies can be levied with severe penalties and even criminal prosecution. Veriforce's HSE Expert Services' team of experts assist companies in developing robust mitigation and abatement strategies to reduce potential penalties while ensuring improved safety measures. Our team routinely works with some of the top occupational safety and health law firms to ensure your rights are protected from citation and potential civil litigation.

⊘ **Custom Consulting**
Along with the above offerings, Veriforce's HSE Expert Services team offers bespoke resources tailored to the unique needs of your business. Our dedicated expert teams are recognized leaders and influencers in the disciplines of HSE and thus can be "right sized" for your particular needs. To begin, our subject matter experts will work with you to conduct a discovery process to identify and define project goals, scope, deliverables, and cost.

Appendix B
Additional Supply Chain Services

⊘ **Supply Chain Maturity Assessment Levels 2 & 3**
Overall Supply Chain Assessment geared toward larger more established organizations. Assessments consist of an extended deep dive into the entire operational goals of an organization as related to supply chain management. Typical areas of focus for mid-size companies are overall systems tools and process integrations, Risk Management, Strategic cost reduction initiatives, Supply Chain Process improvement and reporting.

⊘ **Vertical Assessment Levels 2 & 3**
Individual Vertical Assessments are geared toward Level 2, 3 or mid-sized or large organizations. These assessments are targeted at pain points as identified either by the client or via an overall assessment. Areas of focus for these organizations tend to be action related. Areas such as Contract Management Systems and Tool Development, Procurement and Supply Chain Organizational Alignments and tools to scale, and payables audits and supplier rationalization and Strategic sourcing initiatives tend to be the biggest drivers to action.

⊘ **Supply Chain/Procurement Advisory – Advisor**
Clients will be able to access and benefit from another seasoned resource. Resources will spend lots of time embedded with the client's tactical team doing discovery and documenting processes and procedures. Resources will provide valuable insight into operational and strategic GAPS and personnel resources.

⊘ **Supply Chain Maturity Assessment Levels**
- Transportation and Logistics focused
- Technology Focused
- Inventory Optimization

⊘ **Spend Rationalization**
- Spend Cube
- Spend Validation

⊘ **Procurement Transformation**
- Procure-2-Pay
- Strategic Sourcing
- Tactical Procurement

⊘ **Vendor Management**
- Vendor Rationalization
- Vendor Negotiations
- Vendor Lifecycle Management
- Vendor Risk Management

Appendix C
Additional OQ and Regulatory Services

⊘ **Regulatory Plan Assessment with Gap Analysis**
The Operator Qualification (OQ) Program review ensures compliance, mitigates risks, and fosters continuous improvement. It enhances quality assurance, transparency in operations, and understanding with stakeholders.

⊘ **Hiring Client Evaluator Training**
The Evaluator in-person course instruction provides a deeper understanding of the OQ rule, covered tasks, the evaluation process, and ensures defensibility during audits.

⊘ **PHMSA/State Agency Inspection Support**
Assisting clients in defending their (OQ) regulatory obligations to state and federal authorities is vital for ensuring compliance. This support not only helps navigate complex regulations but also provides a robust defense during audits or inquiries. By demonstrating adherence to regulatory requirements, clients can build trust with authorities, avoid penalties, and maintain a positive regulatory standing.

⊘ **Data Integration Annual Maintenance**

⊘ **Regulatory Field Assessments**
Conducting on-site assessments of the operator's Operational Qualification (OQ) and Drug & Alcohol (D&A) programs ensures compliance verification and identifies field-specific risks. This proactive approach enhances overall program implementation.

⊘ **Mergers & Acquisitions (Regulatory Gap Analysis)**
This promotes operational efficiency by eliminating redundancies, ensures consistency in compliance measures, and simplifies program management. This streamlined approach enhances adaptability to industry changes, reduces administrative burdens, and fosters a more cohesive and cost-effective OQ program.

⊘ **Evaluator Audits (For Internal & Contractor Employees)**
This ensures that standards are consistently applied, promoting the reliability of evaluations and upholding the program's integrity. Through this process, hiring clients can uphold compliance, instill confidence in the evaluation process, and foster continuous improvement, contributing to the overall effectiveness and credibility of the OQ Program.

⊘ **Drug & Alcohol Audits**
This process validates drug and alcohol program implementation and contractor education, ensuring overall defensibility during audits. On-site audits provide a better opportunity to review further documentation and program implementation.

⊘ **Customized Operator Training**

⊘ **Code of Federal Regulations Course (CFR 192,195 & 199)**
This knowledge ensures that operations align with industry standards, reducing the risk of regulatory violations and associated penalties. Additionally, informed decision-making by engineers and management fosters a culture of safety, environmental responsibility, and overall operational excellence.

⊘ **Designated Employee Representative Course**
This course is instrumental for companies with PHMSA Drug and Alcohol (D&A) requirements, ensuring each Designated Employer Representative (DER) is well-educated in their role and responsibilities. By providing comprehensive training, it enables DERs to effectively manage and maintain their company's D&A Program, ensuring compliance with PHMSA regulations.

⊘ **Administrative Class**
This training equips users with essential tools to effectively maintain compliance. This access streamlines regulatory adherence by leveraging the platform's features, ensuring that users can efficiently track, document, and manage their compliance obligations.

⊘ **Operations & Maintenance Manual (O&M)**
Record and capture key insights related to O&M manual to identify potential gaps, ongoing program management, and ensure continuous improvement and compliance with Federal and State inspection protocols.

⊘ **Integrity Management Plan (IMP)**
Thorough review of your company's Integrity Management Plan to identify any potential regulatory gaps or deficiencies. Upon completion, you will be provided a final report that includes an executive summary that outlines all relevant information to help improve the effectiveness of your plan, including recommendations for corrective actions, best practices, and areas for improvement.

⊘ **Public Awareness Program (PAP)**
Thorough review of your company's Public Awareness Program to identify any potential regulatory gaps or deficiencies. Upon the review's completion, you will be provided a final report, including an executive summary outlining all relevant information to help improve your program's effectiveness.

⊘ **Control Room Management (CRM)**
Thorough review of your company's Control Room Management Plan to identify any potential regulatory gaps or deficiencies. Upon completion of the review, you will be given a final report, including an executive summary outlining all relevant information to help improve your plan's effectiveness.

Appendix D
Additional System/Account Implementation

⊘ **Asset Management**
Fully customizable table to track individual or asset requirements. Examples include contractor workers' training, licenses, certifications or acknowledgments and asset/equipment maintenance logs.

⊘ **Implementation – Data Augmentation**
Veriforce resources assist clients by entering data or uploading documents into the platform on their behalf. Examples include: MSA/COI uploads, training certificates, contractor prior status, contractor/vendor ID.

⊘ **Task Builder**
Customizable form builder used with mobile capabilities. Form builder to be used for permit to work, tailgate meetings, etc.

⊘ **Process Management**
- Customizable form to connect net new/existing contractors to the employer's contractor list within CW, forms to track & mitigate a contractor's negative compliance status - with the ability to include approvals & validation of exemptions with or without contractor involvement. Also includes a customizable form to report Incidents, near misses and/or hazard assessment at a client's job site.
- PPE Ordering, Contractor Performance Assessment, Contractor Pre-Screening, etc.

⊘ **Configuration**

Contact us to learn more about our unique approach
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