



Case Study – The Verify Assessment



L.E.S. Engineering Ltd
Mechanical, Instrument & Electrical
Engineers

The Verify Assessment – What’s it all about?

Rory Souter, Account Manager at Achilles sits in on a recent site assessment and describes the process:

Achilles’ Verify scheme is a supplier verification and assessment programme which allows a supplier to demonstrate and prove its capability in the areas of **health & safety, environment and quality, (S.H.E.Q.)**.

Registration on the scheme involves completion of a questionnaire or an office visit, followed by an on-site assessment, the results for which are rated in performance scores. Essentially, the higher the score, the more chance a contractor has of being selected for contracts tendered by major utility companies. An increasing trend is for principal contractors to also select sub-contractors through the Verify process, and so it has fast become an industry accepted risk-management measure.

Having recently started as an Account Manager in Achilles’ utility division, my induction programme included me sitting in on a site assessment with a major contractor, LES Engineering of Grimsby, Lincolnshire. LES are a mechanical, instrumentation and electrical engineering firm employing over 500 people around the UK. At LES, one director, Ian Greenbeck is responsible for maintaining their S.H.E.Q. systems across the organisation and together with Mike Hall, S.H.E. Manager, were on-hand to complete the process with Jack Cartwright, an extremely experienced Achilles Assessor.

Earlier in the week, Jack had conducted the Optional Office Visit with LES. LES had opted for this visit as, according to Ian Greenbeck, it helps provide as complete a picture of their systems as possible to the assessor. “We consider an Office Visit to be an important benefit to the audit procedure as all evidence is highlighted and discussion and information shared with the invigilator at



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Why Verify?

Ian Greenbeck, Director responsible for SHEQ at LES Engineering Ltd, says:

“Safety, Health, Environment and Quality are of paramount importance within our company and an external audit raises our awareness of the importance within our company and industry as a whole, ensuring we focus our attention on updating and implementing our S.H.E.Q. systems and processes.

“Verify is a recognised external assessment that is used widely by the Utilities Sector and is a measure of our competence within the field of expertise in these disciplines. Certification by Verify enables us to prove and substantiate our competence in areas of S.H.E.Q., is very often a requirement by our clients, and a useful tool for them.

“As a company, we believe that the Verify audit is conducted in a detailed but fair way by experienced auditors who have in depth knowledge of SHEQ systems, and encompasses the whole range of topics.

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first hand during the audit”, says Ian.

The point of the site visit is to assess how the company's systems and standards are implemented on the ground. This visit took place at a large manufacturing site locally where LES Engineering have an alliance-type contract to maintain and construct all mechanical, electrical and instrumentation machinery, including site and construction management.

The assessment was conducted in the Site Manager's office together with the Site Supervisor and the site report led through evidence of implementation of the following:

- Health and Safety – eg policy statement on noticeboard, near-miss forms, hazard and risk identification, asset register, training records checklists, etc.
- Environment – eg. training records, hazardous substance stores, monitoring and performance records, emergency plans, etc.
- Quality – eg. Evidence of quality system on site, etc.

Although LES Engineering had to comply with the site's own regulations, the assessment probed for evidence of how the contractor specifically employed their own systems at the site. It was evident that LES Engineering had rigorous measures in place and it was impressive to see how seriously and comprehensively they treated the wide-ranging aspects of S.H.E.Q.

Consequently, LES scored within the top 10% of marks for the combined Office and Site visits, standing them in good stead to gain more business within this competitive sector.

About the Verify Scheme

Verify enables the utility and patron member subscribers to ensure their contractors adhere to S.H.E.Q. regulations and reach the set Verify assessment standard. The completed assessment reports are presented via Achilles.com and are directly linked to the contractor's UVDB profile.

For further information about Verify, please contact:

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audit procedure as all evidence is highlighted and discussion and information shared with the invigilator at first hand during the audit.

“Upon completion of the audit, we carry out a review at Head Office, whereby a programme of actions is implemented in order to fully address any observations made.

“Publication of our Verify scores is posted on internal notice boards and internal Intranet System so that our employees are made aware of our continued improvement in the Health, Safety, Environment and Quality of our service to our employees and clients alike.”

The Verify Scheme offers real benefits to contractors including:

- Demonstrable compliance to SHEQ
- Credibility in the market place
- Independent assessment and benchmarking - driving continuous improvement in the supply chain

Verify 'Patron' Membership

Contractors can become patron members of Verify which enables them to qualify the S.H.E.Q. capabilities of their sub-contractors through the scheme. Other benefits include:

- User Group status
- Access to the online Verify reports Please contact us for further details of Verify Patron Membership.