



Moving Vendor Insurance Compliance **From 0% to a Controlled Process**

Story Overview

A regional energy operator with oilfield operations engaged IMA's certificate compliance team to strengthen how it tracks vendor insurance certificates and endorsements.

Early on, the team found the client's vendor documentation was inconsistent, difficult to verify year over year, and not supported by a repeatable internal process.

Challenge

During implementation, IMA identified multiple versions of the client's master service agreement in use, leading to inconsistent insurance requirements across vendors. Compliance was effectively at 0%, with missing or expired documentation even among routine vendors, increasing liability exposure and the risk of the client's own coverage being triggered. The process relied on ad hoc collection and one-time submissions, with no defined approach for renewals, escalation, or waiver tracking.



Turning compliance gaps into defensible risk management.

IMA's Strategy and Actions

IMA's certificate compliance team acted to support the client by:

- + Identifying the root cause of inconsistent requirements by surfacing the contract variation issue and supporting the client as it worked toward an updated agreement that could be followed consistently.
- + Establishing a weekly operating rhythm with working sessions to review vendor tiers, triage nonresponsive vs. noncompliant vendors, and prioritize outreach by risk and business need.
- + Using IMACC reporting as the backbone and building a clearer, client-friendly tracker that added risk context plus IMA notes and client approval notes to accelerate decisions.
- + Providing practical education on why specific requirements mattered (for example, pollution-related requirements or workers' comp exemption documentation) to reduce internal confusion and improve consistency in vendor conversations.
- + Adding human outreach when automation fell short by calling vendors and vendor agents directly, especially for smaller vendors who needed real-time clarification beyond email reminders.





Why It Worked

IMA combined structure and change management: consistent weekly follow-up, plain-language translation of insurance requirements, and documented waiver decisions that kept the client in control while making risk tradeoffs explicit.

Key Takeaways

Vendor compliance is more than an administrative task. It is a critical component of risk management. Organizations that establish clear requirements, maintain ongoing visibility, and proactively engage vendors are better positioned to reduce liability exposure, protect their insurance programs, and make informed business decisions.



THE RESULT:

Vendor compliance increased from 0% to 55% within the first few months and continues to trend upward.

The client reports greater confidence that vendor insurance requirements are now being monitored against contract expectations, reducing unmanaged liability exposure.

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