Bonduelle processes contractor entry through Traction Guest and contractor integration.

Food processor adopts formalized process through Workforce Security Platform and Contractor Compliance partnership.

Bonduelle

Bonduelle processes contractor entry through Traction Guest and contractor integration.

── Food processor adopts formalized process through Workforce Security Platform and Contractor Compliance partnership.

Managing contractors was a big paper shuffle for Bonduelle, a food processing manufacturer specializing in canned, fresh, frozen, and prepared foods.

As part of their compliance requirements, Bonduelle collected documents from their contractors, such as insurance papers, certifications, and safety checklists, before they came on-site. But these documents, all paper copies, ended up in file folders or manually entered in Excel spreadsheets to maintain a list of contractors with permission to enter their facilities.

"We were compliant, but it was just messy," said Owen Poel, Manager of Human Resources. "It was a requirement that the manager had to deliver a certain list of documents to us, so we had actual physical paper folders collecting this information. It wasn't easy to keep organized because there wasn't any centralized or visual hub. We had an Excel spreadsheet with a list of our contractors, but it wasn't up to date."

The paper and Excel systems were not efficient for Bonduelle to handle contractor management as they continued to grow. Poel had to constantly ask managers about contractors on the list and whether Bonduelle was still doing business with them. And information such as phone numbers and direct contacts were often incorrect or out of date on the spreadsheet.

Automating the approach.

To better manage the flow of contractors into their facilities, Bonduelle deployed Traction Guest's Workforce Security Platform along with their partner, Contractor Compliance, a contractor management system. The integrated solution meant contractors who failed to submit documentation to meet compliance requirements were immediately stopped at the front door.

Before contractors came on-site, they had to submit all of their documentation through the Contractor Compliance system. That included a pre-site safety document, completing a checklist that outlined the company's health and safety policy, and insurance documents. As well, contractors had to sign-off to follow Good Manufacturing Practices (GMPs) while on-site - part of Bonduelle's commitment to compliance.

Even specific requirements for forklift drivers and contractors using other equipment had particular documents and certificates to be submitted to meet compliance requirements.

Without submitting those documents through the solution, contractors were denied entry to the facility at the sign-in kiosk.
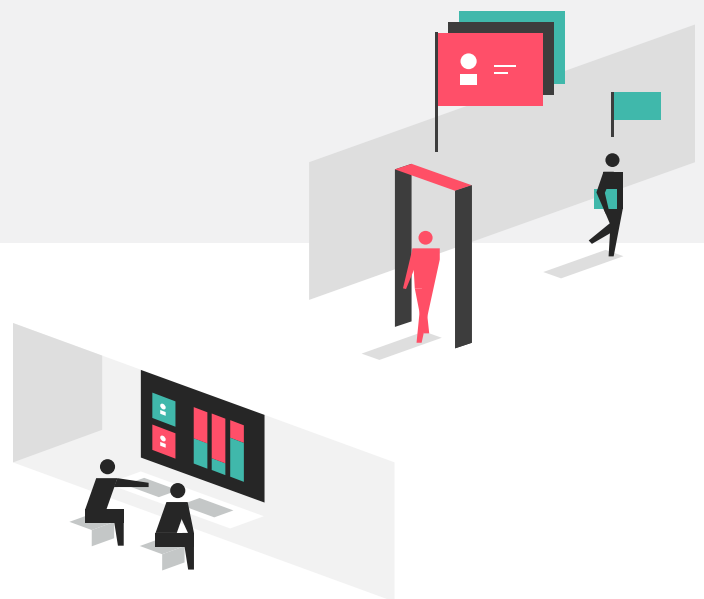
Poel and his team were able to use the low-code interface to set up unique experiences for contractors when they sign in. Through the integration, Traction Guest automatically cross-referenced with Contractor Compliance to ensure all compliance requirements had been met before visitor accreditation was granted.

"When you're using Contractor Compliance and Traction Guest, you have the ability to cross-reference and validate with each visitor - 'what company are you from, what documents have you given us and what are you doing here'," said Poel. "If the answer comes back 'no' or 'non-compliant', the system says 'sorry, you're not coming in today', which gives us more control than we had before."

Formalizing the process.

Bonduelle had good relationships with many of their contractors. However, without a formal visitor entry system or contractor management system in place, contractors with good reputations and long standing relationships might be let into a facility, even if they had not submitted all of their documentation.

Poel and Bonduelle wanted to establish a formal compliance process for contractors, ensuring that each contractor that came into their facilities was compliant with any regulations and was in good

standing with Bonduelle themselves. It was also a way for Bonduelle to raise the expectations at the floor level, which led to developing higher health and safety policy standards.

"It formalizes everything, and it gives the process that sense of importance," said Poel. "They

know, before their visit even begins, what the expectations are and that if it is formal right when they sign in, it's probably going to be formal when they're working on the floor and when we come to check up on them."

Bonduelle set up auto-renewals in Contractor Compliance that sends reminders for safety and insurance slips that must be re-entered every six months as part of a new formalized process. If contractors fail to respond to these renewals, Traction Guest's visitor management system denies them access to the facility until they provide the updated documents.

"For a brand new contractor, we can get in touch with them and say they are obligated to register in Contractor Compliance," said Poel. "Once they sign in, it's obvious with the checklist what items that they need to submit. If they don't complete the full submission, upon arrival, when they sign-in, the system will not clear them for entry until we receive the requested information."

Seeing the results.

For Poel and Bonduelle, deploying the Traction Guest Workforce Security Platform, along with the Contractor Compliance partner integration has provided more clarity into the contractors entering each facility. Furthermore, through a consistent process they've been able to convey a sense of formality and professionalism without burdening operational staff.

With deployments at more than 10 of their facilities, Bonduelle standardized their visitor entry on the Traction Guest platform and has established a professional look for the company with the centrally managed, but fully branded iPad kiosks.

"Our security program conveys a sense of formality to the contractors, and hopefully, they get that same sense of formality or professionalism in working with the individual project managers,"

said Poel. "Whether it's an employee, auditors, or candidates for job interviews, when they come in and sign-in on the iPad, they have a fully branded, customized experience conveying our professional company image and setting the relationship off on the right foot."

About Traction Guest.

Traction Guest ensures safety and security for employees, contractors, and essential visitors – wherever they work - through our Workforce Security Platform. The platform provides the most advanced enterprise visitor management system (VMS), health and safety controls, critical outreach and alerting, as well as analytics and auditing functionality.

Traction Guest facilitates multi-layered screening and approvals so that security processes can be finely tuned for unlimited locations, types of workplaces, and roles. It's a robust solution to support duty of care requirements and keep people safe in a rapidly changing environment.

Centrally manage multi-location customizations

- Support employees and non-employees in a hybrid environment
- Standardize and codify compliance requirements
- Solve complex security and safety problems

Global brands across five continents and dozens of industries trust Traction Guest's highly customizable platform to mitigate risk and deliver unparalleled security through an intuitive, touchless, highly branded experience that supports compliance, employee engagement, and duty of care requirements.