

# 6 Years No Lost Time Incidents

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— Lyane MacDougall, QA Coordinator,  
Nortera Foods

50%

Reduction  
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that require  
medical aid



## Challenge

- Building a culture of safety
- New hire orientation for seasonal & full-time workers
- Establishing processes & systems for BRC certification

## Solution

- Training geared to frontline workforce
- Training verification
- Automated record keeping & reporting

## Result

- **6 years** without a lost time incident
- **50% reduction** in medical aids
- **Increased quality** & skillset of workforce

## About Nortera

**NORTERA** 

Nortera's 13 plants in North America produce over 260 canned and

frozen vegetable products, in different shapes and sizes packaged in various forms to meet the diverse needs of its clients. In addition to product quality and safety, Nortera is committed to sustainability and community-building.

## The Challenge

Nortera (formerly Bonduelle, North America) places safety at the top of their priorities. "We believe in our people," says Jodi Haggith, Manager of Human Resources. "Without our employees we wouldn't be as successful as we are today." In order to continually improve and drive safety culture, Nortera recognized the need to focus on improving new hire orientation and workplace safety training.

"We had to be sure all employees — seasonal or permanent and regardless of their position — were following our policies and procedures," said Haggith. "But we had a lot of challenges with creating interesting content and delivering consistent messages."

Workplace safety was a key focus. "If we're not working safe, then we're not working at all. If we're not putting out a safe product, we're not putting out product at all," says Troy Duffenais, Packaging Operator.

To drive world-class product quality, Nortera set a goal of meeting the standards set forth by the Global Food Safety Initiative. "We were looking to become BRC certified, so we needed to take our food safety program to the next level," says Haggith.

## The Solution

Nortera turned to Intertek Alchemy, the leader in frontline worker training and engagement. Over a million workers in 7,500 facilities use Alchemy's training, coaching, and reinforcement solutions to **reduce workplace injuries, safeguard food, and improve operations.**

Nortera implemented Intertek Alchemy's group-based training platform to elevate employee knowledge and confidence. **The Intertek Alchemy platform incorporates interactive remotes, gamification, and quizzes to heighten engagement.** The platform tests comprehension in real time while providing automated, electronic records for seamless audit readiness.



Haggith worked with Intertek Alchemy to create an effective orientation plan. “By taking our own content along with Alchemy courses, we have created a very strong program. Every new hire, especially young people and our seasonal farm workers are comfortable performing their duties when they reach the floor. We address food safety, health and safety, as well as company policies and procedures with a very structured program.”

Nortera also implemented Alchemy Coach, a mobile app that enables supervisors to observe and ensure that employees are properly applying training concepts on the floor. Supervisors can conduct and document safety and GMP observations and provide real-time mentoring and coaching. **“Alchemy Coach helps us verify the effectiveness of training to confirm that people are taking what they learn in training and actually applying it on the floor,”** says Lyane MacDougall, QA Coordinator. “Coach is helping Nortera create a culture of safety, so that people are thinking about it everyday.”

## The Result

Nortera has achieved a dramatic improvement in workplace safety with Alchemy. “We celebrated six years with no lost time incidents since implementing Intertek Alchemy. It speaks volumes to the commitment of our employees as well as our training program,” says Haggith. **“We were also able to reduce the number of incidents that require medical aid by 50%.”**

The program was an instant success. Haggith stated, “Employees now enjoy the training because **it’s visual, it’s interesting, and it’s easy for them to respond.**”

Their new hire orientation now produces “a good quality employee that is able to follow our policies and procedures with minimal supervision,” says Haggith.

Alchemy’s measurement system has dramatically reduced BRC audit resources. “It used to take at least five days to prepare for an audit,” says Haggith. “Now, it takes less than 20 minutes to prepare reports for auditors.”

**“When it comes to BRC, as soon as they know we are using Alchemy, our training audit is minimal,”** says Haggith. “Intertek Alchemy helped us reach the standards that were required to achieve BRC certification.”

### For More Information

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