



SECURITY EXECUTIVE COUNCIL

A research and advisory firm

Solution Innovation Case Study: Optimizing Access Integration, Entry, and Compliance for Improved Health, Safety and Security

The Security Executive Council (SEC) Solution Innovation Partner (SIP) program evolved as a means for practitioners to choose a trustworthy risk mitigation provider with confidence when there are a myriad of options in the marketplace. Proven Solution Innovation Practice Case Studies help to evaluate performance claims and differentiate security solution providers for business outcomes including risk mitigation, return on investment, and security assurance.

This Solution Innovation Case Study demonstrates Traction Guest's innovative capabilities to provide a visitor management platform with the flexible capability to support contractor compliance requirements for Bonduelle, a global food producer.

Risk Issues and Mitigation Opportunities:

- Previously, Bonduelle collected contractor information, such as insurance papers, certifications, pre-site safety policies, and health and safety checklists, before a contractor could come on-site. However, they were all paper copies housed in file folders or entered on Excel spreadsheets.
- The list of contractor compliance information including phone numbers, contact information, and compliance/certification details was not kept up to date. Managers had to communicate with each other manually to see if they were still doing business with certain contractors.
- Contractors with long-standing relationships could gain access to the processing floor without submitting the proper documentation or having expired documentation. This created a relaxed environment that Bonduelle wanted to formalize, as they believed a simpler but more integrated entry process could align both with company governance and Good Manufacturing Practices (GMPs) compliance.

Solution Requirements:

- Bonduelle required a more capable, formal, and digitally integrated solution that could expand across their entire organization, as multiple facilities would be using the same system to welcome, authenticate/validate and track contractors, employees, and visitors for 14 sites within North America.
- Optimizing and housing all contractor information in one location for management oversight was key. Automated access by any Bonduelle manager at any time to validate individual or contractor status with the company, and to ensure proper documentation was needed to improve business processes.
- Bonduelle wanted an integrated and formalized visitor entry assurance solution that would deny access to contractors who had not completed compliance requirements before coming on-site.
- They also required an automated communications capability to remind contractors to submit or resubmit documents every six months as part of their improved contractor access compliance policy.



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Delivered:

- The Traction Guest Workforce Security Platform provided Bonduelle with the ability to create specific workflows for contractors coming on-site that would prohibit entry if they had not provided proper documentation.
- Traction Guest's open architecture platform integrated with Contractor Compliance, a third-party provider, where contractors could upload their documentation. When contractors try to sign in at any Bonduelle location, Traction Guest checks with Contractor Compliance to ensure the contractor meets all documentation requirements. This integration provides a seamless experience all stakeholders.
- Bonduelle set up auto-renewal requirements in Contractor Compliance to require contractors to update information every six months. This requirement is flagged in Traction Guest for any expired contractor.
- Traction Guest was deployed across the locations, streamlining their contractor management across the organization, and offering a standardized formal process for contractor entry.
- With the Traction Guest and Contractor Compliance portal, managers had access to all contractor information. They were now able to verify that:
 - Contractors were compliant with Bonduelle requirements.
 - All documentation was complete and had been uploaded
 - Contractor information was accurate
- Traction Guest delivered on the formalized process Bonduelle was looking to implement at their locations to capture contractor information and convey a sense of formal and professional compliance competence without over-burdening operational staff.

Outcome and Benefits of Service Including ROI:

Bonduelle created the formal, automated, and integrated process for contractor management and employee/visitor entry with a standardized approach across their entire North American organization. The Traction Guest Workforce Security Platform met and surpassed contractor compliance expectations. By creating this new formal process and competency, Bonduelle elevated its access control confidence from a 5/10 to 8/10 for contractor compliance at all their locations, ensuring contractors, employees, and visitors coming on-site were safe and secure. Contractor onboarding, COVID screening, and access control validation transaction times improved.

Bonduelle replaced their old manual-based filing system for contractor documentation with a central hub in Traction Guest and Contractor Compliance to see all updated contractor information and documentation. The auto-renewal process also ensured that contractors would continuously revise that information and resubmit documents to remain compliant.

Contractor workflow documentation now follows the formal procedure for access control assurance, instilling competent compliance professionalism across the Bonduelle organization. Conveying people and asset protection capability enables Bonduelle to continuously improve stakeholder expectations for standards around evolving digital solutions for workplace health, safety, and security. "A nimble product with huge benefits."



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SIP Case Study Authentication Process

This process was overseen by a Council Faculty member with 25+ years of experience in developing and leading people and asset protection programs as a trusted security advisor for global, multinational organizations. Client end-user authenticated August 2021.

Note: The Security Executive Council's Solution Innovation case study represent a snapshot in time to demonstrate a solution to a specific-organization's issue. End-user diligence, trial and measurement are strongly recommended for any contemplated risk mitigation activity.

A General Comparison of Competition

Client Service/Resource Attributes or Capabilities	Bonduelle YES/NO	Company B YES/NO	Company C YES/NO
Deep branding	Yes	Yes	No
Zero touch	Yes	Yes (partial)	No
Google integration	Yes	Yes (partial)	No
Open API framework	Yes	Yes	No
Low code workflow platform (e.g., flexible development environment)	Yes	No	No
Global support	Yes	No	No
Pre-screening (in advance of facility access)	Yes	Partial (App dependent)	No
Event management support	Yes	Yes	No
Mobile (admin/host) tool	Yes	Yes	No
Self-service admin update	Yes	Yes	No

See other case studies and learn more about the SIP Program here:

https://www.securityexecutivecouncil.com/about/solution_innovations.html