



## Internal Case Study



*“Bureau Veritas North America is very satisfied with the web-based QHSE Induction Training Program initiated in September 2008, as our injuries and accidents have decreased sharply since then”*

Bureau Veritas North America  
QHSE Director

## QHSE Induction in North America

*“Building a solid foundation by investing in employee knowledge and experience”*

### BUSINESS CHALLENGE

- Getting it right the first time in a safe and cost-effective manner limits client dissatisfaction and liability, and also enhances employee awareness
- Customers require that we “practice what we preach”
- Our activities must comply with the legal requirements in North America (local, state and federal) for HR and Health, Safety & Environment, and also meet our own internal Quality requirements

### SOLUTION

- A QHSE Induction Training Program was devised and implemented
- Platform: BV Element K – a web-based training tool that was developed and implemented by the OHS service line for our clients, and is now being deployed internally
- First implemented internally in 2008, the Program is scheduled to be used by all service lines by June 30, 2009 – very cost-effective

### BENEFITS

- BV employees perform their work duties more safely and effectively
- Client satisfaction and loyalty will increase due to the high standard of jobs we perform on site
- Automobile and work-related injury claims will substantially decrease

### ENTITY PROFILE

- Entity name: **Bureau Veritas North America**
- **North America Zone**
- **65 offices**
- **1,800 employees**
- **Divisions: Industry, Construction Materials Testing, Code Compliance Public Works Services, Environmental Services, Occupational Health & Certification Services**

