



Internal Case Study

E-learning modules in the USA



“These extremely innovative and effective training techniques reduce claims, impress our clients and set us apart from our competitors.”

Bureau Veritas North America Risk Manager

“Induction is the key to prevention and safe production”

BUSINESS CHALLENGE

- Bureau Veritas employees drive several million kilometers per year to deliver our services to our customers
- Traffic accidents are a major cause of serious work-related injuries
- However, we cannot simply stop driving!

SOLUTION

- An E-learning module relating to preventive driving has been selected from internal resources (OHS)
- This module has significantly improved the induction training program
- In 2008, 477 drivers in Bureau Veritas North America were trained, and a further 1,000 are expected to be in 2009

BENEFITS

- Injuries to employees (and the subsequent hardship to their families) have been greatly reduced
- The Group’s internal safety culture has been enhanced
- The total annual cost of commercial auto claims has fallen by 58%
- The number of auto claims has fallen by 68%

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

