

Maximize Your ROI with a Robust Orientation Program



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WEBINAR

Today's Speakers

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Agenda

- 1) Benefits of a Robust Orientation Program
- 2) Training & Orientation Best Practices with Alchemy
- 3) How Clemens Food Group Leverages Alchemy
- 4) Orientations Impact on ROI
- 5) Questions?

It's a journey...

Onboarding

Training

Orientation

...not a destination!



Why is an Orientation Program important?

- Employees need to understand the fundamentals of their organization
 - **What** it does
 - **How** the employee contributes to this
- Orientation provides the basic framework the employee builds upon
- Conveys your 'culture' to new employees
 - You cannot have a strong food safety, work place safety, or other culture without having a strong culture
 - Get them thinking 'we' and 'us'

Orientation Matters!

New employees who have a good onboarding experience are **69% more likely** to stay with the company. ¹

Up to **20% of employees** will bail within the first 45 days if they don't feel welcome and prepared. ²

Orientation Benefits

- Increased commitment from day one
- Shortens the learning curve
- Increases productivity
- Decreases mistakes
- Feeling of 'adding value'
- Increases confidence
- Decreases anxiety



Training & Orientation with Alchemy



Training

- Orientation and training work hand-in-hand!
 - Orientation provides the 'WHY'
 - Training provides the 'WHAT' and 'HOW'
- They must compliment each other
 - Not 'Do as I say, not as I do'
 - Have high expectations
 - Hold accountable
 - Exceptions are a slippery slope



New Employee Training

Typical list includes:

- Safety (personnel and food)
- Specifics about the work environment
- Description of the job and accountabilities
- Benefits and eligibility
- Company culture and history
- Relevant topics specific to the site, product, workforce, etc.



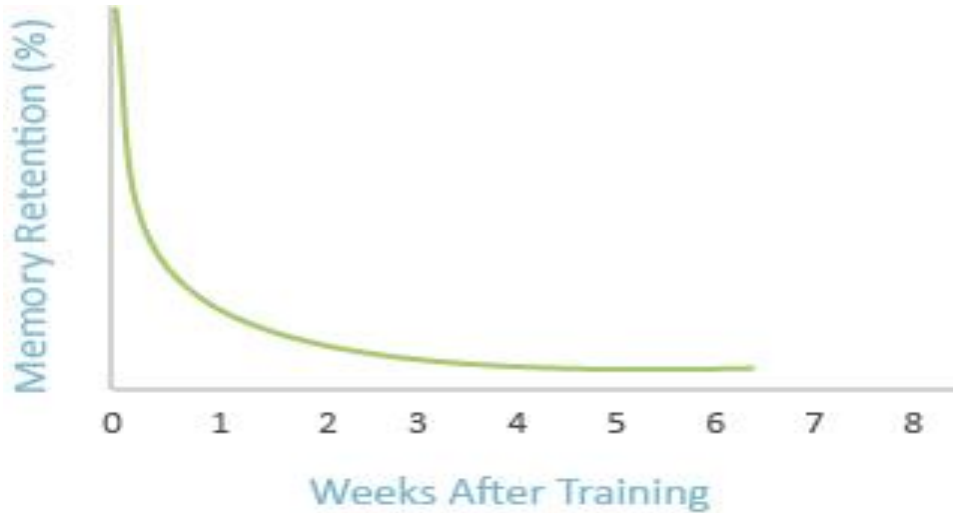
Onboarding

- Training on-the-job often with a coworker who does/has done the job
- Communication and demonstration of company culture
- Review the business context of the role in the organization
- Provide understanding of how profit and loss is impacted by performance
- Review customer feedback to provide perspective of the people they will be serving
- Ongoing coaching
- Support for improvement



The Forgetting Curve

80% of training knowledge is lost in a one month



Reinforce with Existing Employees

- They need help too!
 - Remind / teach them
 - What it's like to be the 'newbie'
 - Consequences of new people not staying
 - How to be a buddy
 - How to mentor
 - Stages of forming a team
 - Cultural diversity



Alchemy Solutions for Your Orientation Program

- Create an efficient and effective orientation program with customizable courses
- Keep Orientation fundamentals top-of-mind with huddle guides and signage
- Drive continuous improvement with an on-the-job coaching app for Supervisors
- Stay audit-ready with automatic documentation and real-time reporting



How Clemens Leverages Alchemy for Orientation



Clemens Food Group

- **Hatfield Quality Meats – 2,871 employees**
 - 2 Locations in Pennsylvania
 - 1 Location in Michigan
- **Country View Family Farms – 274 employees**
 - 17 Farms across PA & IN
- **PVT – 148 employees**
 - Drivers across various locations

The logo for Clemens Food Group features the word "CLEMENS" in a large, dark, serif font, with "FOOD GROUP" in a smaller, green, sans-serif font directly below it. The logo is positioned on the right side of the slide, partially overlapping a grey decorative shape that resembles a stylized 'L' or a corner cutout.

How Clemens Utilizes Alchemy for Employee Retention

- Customizable training with pre-defined learning plans for new hire employees
 - History & Core Values
 - Food Safety (GMPs, HACCP, Basic Food Facility Defense)
 - Safety (Ammonia, Lock Out Tag Out, PPE)
 - Health Benefits (Wellness Center, CFG Cares, Compensation)
- On-going refresher trainings on critical topics for regulatory compliance and emergency action plans
- Automatic documentation and real-time reporting to identify/reschedule missed trainings


Improving Our Orientation Process with Alchemy

- Group-Based Training
 - Ability to have all new team members take trainings in unison
 - Course formats help eliminate language, education-level, and various learning style barriers
 - Ability to create customizable content with Creator
- Quizzes – Validate team members understand the material
 - More effective once on the floor
- Gamification – Further engages team members and reinforces critical concepts

Customizing Content with Alchemy

Before

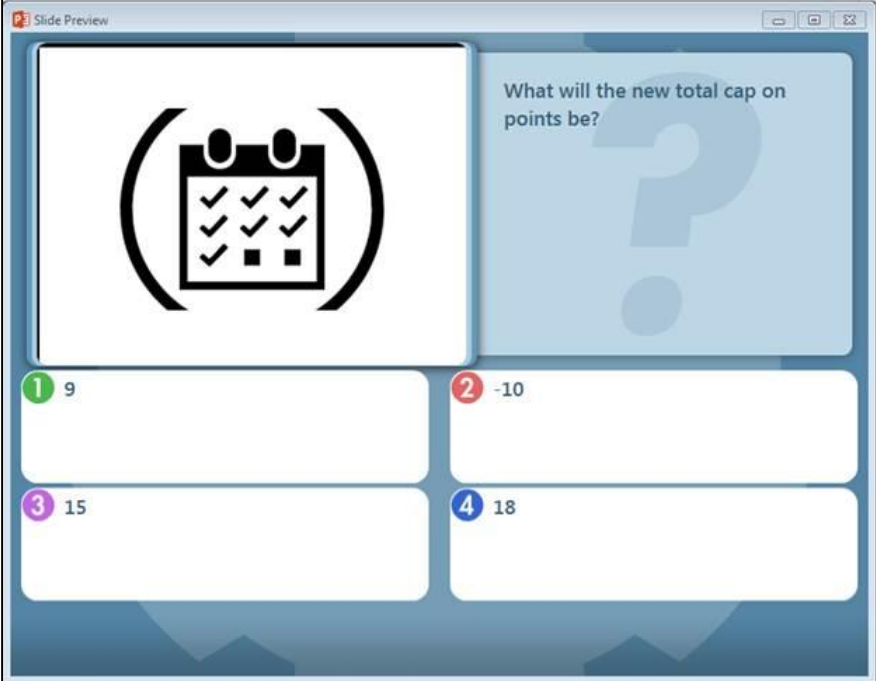
Attendance



What will the new total cap on points be?

- 9
- -10
- 15
- 18

After



Slide Preview

What will the new total cap on points be?

1 9

2 -10

3 15

4 18

Case Study: Leveraging Alchemy for New Location Orientation

- Clemens was opening a new location of 800 team members in Michigan
- Needed to onboard new hires quickly by:
 - Having content/courses ready
 - Be able to efficiently register new hires for orientation
 - Provide up-to-date reporting on the progress
- Alchemy helped to ensure we opened on time with ready and trained team members
 - Provided orientation in batches of up to 150 new team members at a time
 - Leveraged current orientation plan
 - HR Integration with Alchemy accelerated the registration process
 - Reporting kept us on track with progress

More Ways Clemens Uses Alchemy

- Supervisor Trainings
- Performance Management Roll Out
- Operations Breakdown



Orientation's Impact on ROI



Orientation? You Can't Afford Not To...

“Designing an effective orientation program helps protect the resources invested during the hiring process and can pay dividends for years to come.”

— *Karen Wallace, Circulation/Reference Librarian, Drake University Law School*

How Orientation/Training Impacts your ROI



**\$198.2
Billion**

**Annual Cost to US
Economy for Workplace
Injuries & Fatalities**



71,000

**Recordable Illness & Injuries
in Food Manufacturing in 2013**



40%

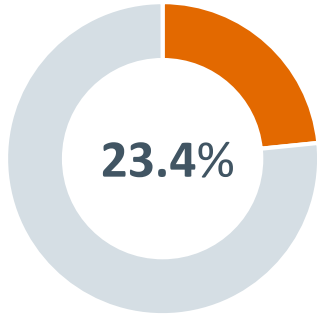
**Workplace Injuries from
Employees with <1 Year
on the Job**



**1.3
Million**

**Workplace Non-fatal Injuries
that Results in Days Away
from Work**

How Turnover Impacts your ROI



**U.S. Voluntary
Turnover Rate**

(US Bureau of Labor Statistics)



**Replacing an Employee Costs
~30% of that Employee's
Annual Salary**



**Average Pay for
Manufacturing Employees**



**Annual Cost of Turnover
for a Firm of 100 Employees**

Return On Investment

Company

- Decreased turnover
- Increased productivity
- Brand protection
- Consistent quality
- Repeat sales
- Employee engagement
- Culture stability
- Safe work place
- Decreased insurance cost



Community

- Self supporting
- Family provider
- Community support
- Long term employability
- Skills development
- Economic stewardship
- Health and wellbeing
- Safety proponent

Ready to learn more?

Complete the survey at the end of this webinar to request more information from Alchemy on building your Orientation Program.

We hope you'll join us again!

Questions?



THANK YOU

