

Food Production Company Supports Workers With COVID-19 Crisis Hotline



Industry: Manufacturing

Solution: Anonymous Reporting Hotline/MyCM Case Management



Background

Peterson Farms started out as a small fruit growing farm that continued to grow and produce fresh fruit until 2004 Peterson Farms Fresh, Inc. was established as a state of the art fresh-cut fruit processing company with multiple locations.

The Challenge

Peterson Farms reached out to inquire how they could leverage their existing relationship with ComplianceLine to help their employees during this unprecedented time of uncertainty in our world with the continuing spread of COVID-19. Being in the food production and manufacturing business, Peterson Farms doesn't have the luxury of allowing their employees to work remotely as the country still needs to eat while social distancing. As an existing hotline customer, they'd planned to use their current hotline (whistleblower line) so their employees can call in for assistance such as childcare, food or other supplies that have recently become scarce so they can manage through this time.

The Solution

ComplianceLine proposed a dedicated line to include a pre-recorded message in multiple languages regarding the purpose of the line and assistance request notifications going directly to the correct team members so help can be approved and provided quickly. Peterson Farms leadership felt the dedicated line was the perfect option and asked ComplianceLine to get started setting this up immediately.

The Results

ComplianceLine established the new toll free hotline, new profile with custom routing as well as a pre-recorded message in less than 8 hours. This allowed Peterson Farms to get help communicated to their employees quickly so they could begin providing urgent assistance right away.



Thank you – and your team – so much for the quick turnaround. We needed a quick solution to enable our associates to individually communicate with us on how we could help support them and their families during this critical time. The hotline is working perfectly.

Amy J. Baker, Compliance Director