

CASE STUDY | GRIFFITH FOODS

Griffith Foods is a fourth-generation, family-owned food manufacturer founded in 1919. Headquartered in the United States, the company employs approximately 5,000 people and operates more than 20 production facilities across the Americas, Europe, and Asia. Guided by a strong commitment to safety, quality, and care for its employees and communities, Griffith Foods develops customized ingredients, seasonings, and food solutions for customers around the globe.



Food Manufacturing

INDUSTRY

~5,000
EMPLOYEES

EHS, RMIS
ORIGAMI SOLUTIONS

At a glance

CHALLENGES

- No centralized software to support consistent capture and visibility of safety information.
- Delays in surfacing safety events across regions and time zones.
- Variability in processes and reporting practices between facilities.
- Language barriers that limited frontline employee participation.
- Difficulty connecting safety activities to leadership-level insight.

SOLUTIONS

- Centralized EHS capabilities within the same platform as the organization's risk management information system (RMIS).
- Configurable incident and unsafe condition reporting workflows.
- Tiered escalation and automated notifications based on severity.
- Multilingual employee reporting portal with anonymous access.
- Dashboards and corrective action tracking aligned to Lean operations.

OUTCOMES

- Reduced TRIR by 35% between FY 2022 and FY 2023.
- Increased employee participation in safety reporting across facilities.
- 80%+ completion rate in global safety perception surveys.
- Faster escalation and resolution of high-severity events.
- Stronger leadership accountability through improved visibility and follow-through.

Recognizing the need for a more consistent global approach to safety

Griffith Foods operates across a large and diverse global footprint, with manufacturing facilities spanning multiple regions and time zones. Like many multinational manufacturers, safety-related information had historically been managed at the local level, using a mix of regional tools and informal processes. While these approaches supported individual sites, they made it difficult to maintain consistent visibility into safety events and trends across the organization.

As the company continued to grow globally, the need for a more coordinated approach became increasingly clear. Events occurring at one facility were not always immediately visible to leaders elsewhere, and employees did not have

a consistent way to report issues, track follow-up actions, or understand how safety concerns were being addressed beyond their own location.

Don Bezek, Director of Global Health and Safety at Griffith Foods, recognized the importance of addressing these challenges in a way that would scale globally while remaining practical for frontline teams. He began with a gap analysis to better understand existing safety processes, identify areas for improvement, and define what a centralized software solution would need to support. Griffith Foods had already been using Origami Risk for its risk management information system (RMIS), and as Bezek evaluated options, the success of that implementation made Origami Risk's Environmental, Health and Safety (EHS) solution a natural fit.

“One of the things I’ve loved about working with Origami Risk is that we’ve really tailored the system for Griffith Foods. We scaled it to our global footprint, and we had a working system in place in less time than expected.”

Don Bezek

Director of Global Health and Safety,
Griffith Foods

Empowering frontline employees through multilingual reporting

A key focus for Griffith Foods was ensuring that all employees — regardless of role, location, or language — could participate in safety processes. With operations spanning multiple continents and languages, many frontline workers did not have regular access to corporate email or traditional reporting systems.

Working with Origami Risk, the team implemented a multilingual EHS reporting portal that allows employees to submit unsafe conditions, behaviors, incidents,

and recognitions using QR codes or shared devices. Reports can be submitted anonymously and in employees' native languages, including Asian character sets, reducing barriers to participation.

The response was immediate. Facilities that had previously seen limited reporting began submitting multiple observations per day. Just as importantly, employees could see that submissions resulted in assigned tasks, corrective actions, and follow-up — reinforcing trust and ongoing engagement.

Turning leading indicators into daily operational action

Rather than relying solely on injury outcomes, Griffith Foods emphasizes leading indicators that provide insight into risk before incidents occur. Using Origami Risk, the organization tracks unsafe conditions, investigation timelines, corrective actions, and root cause analyses, including fishbone diagrams and 5 Whys.

These insights are incorporated into the company's Lean daily tier meetings. Teams review what was reported in the previous 24 hours, identify ownership, and confirm

timelines for resolution. Safety discussions are no longer retrospective for check-ins, but active conversations tied directly to daily operations.

Dashboards provide plant leaders and executives with real-time visibility ahead of site visits, enabling more informed conversations about trends, priorities, and progress.



Strengthening accountability with integrated workflows and dashboards

Origami Risk's configurable workflows support tiered escalation based on event severity. Items requiring local attention remain with site teams, while more serious incidents automatically notify regional and global leadership. In high-severity cases, executive leaders receive immediate alerts.

Corrective actions are assigned, tracked, and monitored to completion, creating a closed-loop process that reinforces accountability across the organization. This approach reduces

reliance on manual follow-up and helps ensure that reported issues lead to measurable improvement.

Over time, these workflows have also supported greater collaboration between safety, quality, operations, and risk teams — reinforcing Griffith Foods' long-term vision of a shared system for managing safety and risk information.

Measurable improvement and what's next

Since implementing Origami Risk's Environmental, Health and Safety (EHS) capabilities, Griffith Foods has reduced its Total Recordable Incident Rate (TRIR) by 35 percent between FY 2022 and FY 2023, while also increasing employee participation in safety reporting and engagement initiatives.

Looking ahead, the team plans to further normalize safety data using global hours-worked information from the organization's HRIS platform, integrate safety dashboards into enterprise business intelligence tools, and expand use cases across food safety, quality, and continuous improvement initiatives.

"Don't let perfect get in the way of good," Bezek says. "We built something that works, and we keep making it better."

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About Origami Risk

Origami Risk empowers leaders in insurance, risk, and safety with a purpose-built, cloud-native platform that optimizes workflows for better data, better insights, and better collaboration. Through highly configurable solutions integrated on a single platform, Origami Risk supports the management of the full lifecycle of risk, from prevention to recovery — helping the experts reduce harm and loss, and respond more rapidly and effectively when it happens. Grounded in continuous innovation and a foundational focus on client success, Origami Risk is trusted by leading organizations to enable greater resilience as they build for the future.

For more information, visit origamirisk.com

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