



Our
Success Stories

**Large UK
Rail Operator**

2019

Overview.

We partnered with one of the largest rail operators in the UK, who provide trains for a third of all daily rail journeys in the UK. Our partner operates across 20 sites in the UK and Ireland and employ more than 2,500 people.

In 2004, we were awarded a contract for the provision of all technical contingent workers as part of a two-agency consortium. At the time, our partner worked with over 200 different agencies. Due to the sheer number of suppliers involved, a long-term approach was required to ensure that resources were available to facilitate worker migration. Over 500 contingent workers were migrated to Rullion management or replaced within the agreed timeframe, without impacting the wider organisation.

Since then, we have continued to build on our successful partnership. We have managed the full labour resourcing and engagement process for multiple projects, including the largest and most intensive overhauls of a high-speed train fleet, as well as, four Nottingham Express Transit (NET) tram projects.

We have continually delivered a wide range of further process, performance and cost improvements which has led to our contract being continually extended.

Why use a Managed Service Partner?

1. Introduce a more cost-effective, efficient recruitment model
2. Increase supplier visibility
3. Reduce time-to-hire



Rullion representation across all sites



Continuous improvement



First-class communication



Control and reduce spend



Improving recruitment efficiency

Our results.



In partnership
since
2004

Vacancy
fulfilment rate
100%

“Overall, Rullion is a very well organised and professional company. They are proficient, understanding and very good communicators. Whenever I have any issues, they’re always friendly and easy to deal with.”

Contingent Worker
Currently on assignment

Candidates
sourced directly
99%



Contingent workers
currently on-site
245

Hiring Manager
Net Promoter Score
(NPS)

78
“WORLD-CLASS”

Number of
large-scale
projects

8

Average time to
hire

4.5
DAYS



Recent projects.

Our partner is one of the largest rail operators in the UK and we supply contingent workers at different sites across the country.

We recently supplied contingent workers to our partner for the provision of an upgrade on Wi-Fi and toilets across a high-speed train fleet. To complete the project, our partner required 30 workers, including skilled mechanical engineers, skilled electrical engineers, dual-skilled electrical/mechanical engineers and stores personnel.

We are also working on a project supplying contingent workers for an interior fit on NET trams at a third-party NET site. This mid-life refit involves replacing grab poles, seats and covers, interior panels and linoleum flooring, as well as, installing new sockets and electrical points.

Due to the nature of the projects, it's important that our workers have the relevant skills and experience to complete the job in-hand. To ensure this, we implemented a practical pre-screening process whereby workers are tested on their technical ability. This, alongside our in-depth knowledge of the organisation, ensures all our workers are a great technical and cultural fit, resulting in a seamless client and worker experience.

“ Having been a contractor via Rullion for nearly three years, I can honestly say they've provided excellent job opportunities and supported me through two promotions with the client. I'm now a Hiring Manager there and I've maintained a fantastic relationship with the team at Rullion. Not a bad word to say. ”

Hiring Manager
Large UK Rail Operator

Recruiting in the local community.

One of the biggest projects we currently supply is a high-speed train fleet re-paint project, where our partner requires circa 100 contingent workers.

In June 2017, our partner opened the UK's largest train modernisation facility. The first project to be undertaken on-site was the repaint of a 56 strong fleet of high-speed tilting trains. The intention was to employ a workforce primarily from the Liverpool region for this site. During the recruitment process, Rullion worked with councils, colleges and advertised locally to source contingent workers from the region.

Working closely with Halton Borough Council, we arranged open days for people in the area to come and see the site, understand what opportunities were available and help them in their application for the roles. We partnered with Halton People Into Jobs, Halton Employment Partnership and used the Apprenticeship Hub in local education institutions to open up avenues for people in the Widnes and Liverpool areas to apply for work with our partner.

We formed strong working relationships from the start of the project and to this day, we still have regular meetings to promote the site within the local community, with 15 current contingent workers living in the same postcode as the site.

“ The team at Rullion are great communicators and they are always understanding of our needs when recruiting. So much so, they always find us the right calibre of candidates to interview.”

Hiring Manager

Large UK Rail Operator



Modification and overhaul of rolling stock.

Our partner maintains one of the largest high-speed train fleets in the UK and are responsible for ensuring they are regularly modified and overhauled.

Up to now, our partner has completed five major overhaul phases of their high-speed trains. Phase 1 and 2 were significantly smaller in size, so it wasn't until 2011 when their recruitment requirements increased, that we were awarded the Phase 3 contract. At the time, Phase 3 was the largest and most intensive overhaul of their train fleet. We managed the full recruitment and engagement process, including an intense volume recruitment campaign, successfully completing the project on-time and to budget.

Across all our large-scale projects, we deploy a dedicated Account Management team, with a permanent on-site Account Manager integrated within our partner's Project team. Our on-site Account Manager provides all Health and Safety training and inductions for contingent workers, as well as managing holidays and sickness, which greatly reduces the burden on hiring managers and ensures an excellent worker experience.

Phase 4.

The fourth major overhaul began in 2014 and was carried out at our partner's Liverpool and Manchester sites.

The whole train fleet needed modifications and a technical refresh. This project was extremely time critical due to operational availability and units needing to return to service in just two weeks to avoid service disruption.

We provided our partner with a Project team of 140 contingent workers, consisting of Production Managers, Production Supervisors, Team Leaders, H&S Managers, Logistics Personnel, Planners, Artisans (including Mechanical Fitters, Electrical Fitters, Coach/Vehicle Builders and Welders), Spray Painters, Semi-skilled Personnel, Stores Personnel and Cleaners.

Working closely and in partnership, the project was completed on time and to budget, to our partner's satisfaction.



Phase 5.

Having successfully delivered the Phase 3 and 4 refresh modification programmes, we were selected to work on the fifth major overhaul in May 2017.

In advance of the project going live, we began screening candidates with the relevant skillset and building a talent pool to ensure we had the capacity to deal with the project. When our partner announced they needed 50 contingent workers to start within the space of a week, we utilised our dedicated candidate pool and were able to meet project requirements.

As we had previously led projects with our partner, we were able to apply the lessons learnt in the past to improve both client and contractor experience. For example, our Net Promoter Score (NPS) revealed we needed better communication channels with our contingent workers. Therefore, we introduced monthly meetings where contingent workers could meet with our on-site Account Manager or a Rullion representative to address any queries.

We also introduced on-site communication boards, so we could easily convey important information, as well as any internal vacancies. This helped manage the end of contract process, finding new roles for 45 contingent workers on other projects when Phase 5 was complete.

Phase 5 was completed ahead of schedule and to budget in December 2018, with high levels of client and contractor satisfaction.

“ From initial candidate selection through to trade test and recruitment, Rullion has provided the required resources to enable the project to be delivered on time and to a high quality. The on-site presence of a dedicated Account Manager also ensures that any day to day resource issues can be dealt with swiftly and effectively, which ensures the project remains stable ”

Senior Production Manager
Large UK Rail Operator

Bespoke project delivery.

Our partner needed to upgrade its existing Office Suite and MS Outlook to a cloud-based service (Office 365) throughout 15 locations in the UK and Ireland.

The project had a short turnaround time and it was critical for our partner to find contingent workers with the right 365 Migration FloorWalker skills in the designated locations to meet their digital transformation internal objectives. We mobilised specialist IT teams to ensure end-to-end delivery of this migration, following a strict project plan agreed with our partner. The team were allocated specific locations which covered the UK and Ireland, and our in-house bespoke Office 365 technical testing was used to test the technical ability of all shortlisted candidates.

We delivered the Office 365 migration on-time and to budget within the fixed delivery timescale. On the date set up by our partner, all contingent workers started at their various locations and delivered the migration through to the end with no attrition.

The migration was a success and our partner was delighted with the outcome.

Continuously improving Health and Safety.

Maintaining Health and Safety standards is of the utmost importance; therefore we provide Personal Protection Equipment (PPE) and PPE tests to ensure we meet our partner's safety standards.

We conduct regular PPE tests for our contingent workers throughout their assignments to monitor the standard of equipment, detect any wear and tear and identify any potential risks. Upon a recent PPE check, we noted how the current safety glasses did not create a sealed fit to the face, potentially injuring our workers.

We raised the issue in a Health and Safety improvement meeting, where it was agreed we needed a safer alternative. After consulting

with our PPE supplier, we found an alternative that offered greater protection thanks to the adjustable strap and improved safety kite-mark. The new glasses have since been distributed across all our projects with our partner, improving the safety of our contractors.

Thanks to our dedication to continuously improving safety standards with our partner, we have been granted greater control over PPE and PPE testing across the business.

Saving costs through medicals.

Prior to beginning an assignment, contingent workers must undertake a series of medical assessments to ensure they are fit for work.

All contingent workers must undertake a drugs and alcohol test before they can begin work on-site. Initially, all tests had to be sent off and analysed externally. Not only did this mean workers had to wait for their results before they could start working on-site, delaying their start date, but also each test cost our partner circa £100. It also meant that if a worker failed their test, we were back to square one as we had to source someone new, further prolonging the process. The process became increasingly frustrating for all parties.

We used our initiative and took ownership of the drugs and alcohol testing process. We acquired drugs and alcohol testing kits and began testing our contingent workers on-site. This meant we could establish whether a worker was fit to work in just a couple of minutes, as opposed to weeks. Not only has this allowed us to assess whether a worker is fit to work on day one, but the entire process is wholly more efficient and time-effective. Additionally, by bringing testing in-house, we have reduced costs that were previously spent on external testing. Through this initiative, we saved our partner over £9,000 during the Phase 5 refresh project.

Additionally, given the nature of the work, all contingent workers assigned to the re-paint project must undertake a respiratory assessment before they can begin work on-site. Previously, contingent workers were sent to a clinic in Manchester or Liverpool. We recognised this was an unnecessary use of time and caused disruption to projects, therefore we began requesting a nurse on-site to perform the assessments, saving both time and cost for the client.

About Rullion.

We exist to unlock the potential in all of us by creating products, services and experiences that help make the world of work more fun and fulfilling.

We remove the hassle of recruitment, priding ourselves on helping our clients, candidates and employees succeed and grow. Equipped with 40 years' experience in the recruitment industry, we offer flexible, tailored solutions to meet individual needs through our Managed Solutions, Staffing Solutions and Talent Consultancy teams.

Interested? To find out more about how we can help you, or any of the services we offer, please visit:

www.rullion.co.uk