

HR Case Study: Change Management Project

Client: Mechanical and electrical engineering service provider

UK Employees: 160

Locations: London

HR Service Highlights:

- HR consultancy
- Recruitment
- Redundancy
- Employment advice and support

of employment arrangements including terms and conditions of service inherited from previous TUPE transfers.

6. Managing a redundancy programme.
7. Preparation for the potential transfer of staff in a satellite location to an external supplier under the Transfer of Undertaking (Protection of Employment) Regulations.

The Requirement

Support a significant change management project for an M&E maintenance service company operating in one of London's largest Banks in the City of London. The Company forms part of a much larger group employing over 40,000 people worldwide.

Full Service

This was an extremely challenging and complex project that involved:

1. The recruitment of an additional 30+ engineers into management and maintenance roles undertaking a diverse range of tasks including load management, shutdown planning, project planning, operations management as well as electrical and mechanical trades
2. Supporting the requirement to change working patterns for 10% of staff engaged in maintenance activities with a greater emphasis on 24x7 working to support the client's increasing demand for operational 'uptime'.
3. Implementation of a competency based recruitment and continuous assessment system
4. Introduction of a competency based salary and benefits framework.
5. Undertaking a detailed review of 160 employees' terms and conditions; establishing a complete understanding



8. Revising the Company's staff induction training programme and development of a staff handbook.
9. Reviewing the Company's HR administration arrangements; establishing existing arrangements, identifying information gaps and requirements and developing a comprehensive set of HR procedures compliant with wider Group HR requirements.

The Results

This project is one of eight projects that we have successfully supported this Group with since 2006.