

CHALLENGES:

Reliable Contractors believes its employees are its greatest asset and they invest in training and wellbeing to yield dedicated employees. Their safety performance record and reputation for continual compliance and fairness in the workplace is underpinned by its performance management structure. The basis of which includes transparent communication, recognition and reward and ongoing training and development. Equality and diversity has been boosted considerably over the years as they have partnered with numerous organisations to help expand the social sustainability surrounding their major projects around the UK.

Reliable Contractors' processes and procedures have been working for some time now, however measuring what they do has been an ongoing challenge. This is something they are currently working towards.



IMPACT:

Reliable Contractors has been actively involved with the Supply Chain Sustainability School for several years and their commitment to delivering sustainable construction allows significant development of local resources and community involvement. Reliable Contractors' key strengths are in its continual investment in its people and the ongoing review of processes and procedures. Many of these reviews have been enhanced by the knowledge the organisation has gained from the School.

Taking part in the School's supplier days has been an invaluable part of their journey in sustainability. Internal targets and policies have been set based on agendas covered by the School and they have taken advantage of many hours of complimentary training to further their knowledge on various topics, including:

- **Waste conscious:** Measuring and using all resources efficiently, recycling and reclaiming materials to reduce overall carbon footprint. Where possible, they use local waste management facilities and look to minimise information exchange & storage, site accommodation, plant, materials, transport and travel.
- **Local community engagement:** Interaction and engagement with local communities through education, training, sponsorship, promotion and business activities, including; gold sponsorship of Women into Construction, Buildforce Alliance mentoring programme and support to Building Heroes, supporting the Prince's Trust to get vulnerable young people into a career in construction and supporting the employment of ex-offenders through Working Links and Job Centre Plus.



FACT BOX

COMPANY

Reliable Contractors Limited

NO OF EMPLOYEES

Over 500

HQ

London

WEBSITE

<http://reliablecontractors.co.uk>

MAIN CONTACT

Jane Forbes Urwin, *Business Development Manager*

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SERVICES

Labour provider – civil, tunnelling and rail

ABOUT

Reliable Contractors Limited are a provider of contingency labour to the Civils, Tunnelling and Rail Industries. Their consultative and collaborative style of working has given them the opportunity to work directly with tier one contractors on major infrastructure projects for over 40 years.

To date Reliable Contractors has worked directly with Costain, Skanska, Balfour Beatty, Bam Nuttall, Morgan Sindall, Ferrovial, Laing O'Rourke, and Vinci.

IMPACT (CONTINUED)

- **Apprenticeship training:** Working with CITB to offer support during apprenticeships, including finding the right candidate and offering training with local colleges and training providers, and also working with IPS International.
- **Embedding FIR:** Mental health education has become the company’s primary focus. Several members of the Reliable Contractors team are now qualified Mental Health First Aid (MHFA) champions, giving the organisation a greater understanding of mental health issues and the ability to spot signs of mental ill health within the workforce. Partnered with CALM, they offer support to their workforce via CALM’s crisis helpline, webchat and website.

VALUE GAINED:

Reliable Contractors has gained a lot of value from using the School and it has helped form an essential part of their business success and profitability, including:

- **Ideal networking opportunities:** Supplier days have been ideal for Reliable Contractors to strengthen their existing relationships with their tier one contractors, as well as set up introductions and subsequent meetings.
- **Increased credibility:** Involvement with the School has furthered their credibility amongst their supply chain, including becoming a Gold member.
- **Tender submission points:** Reliable Contractors continually promotes its affiliation with the School on all its literature and its engagement has been an asset in tender submissions.
- **Future development:** Reliable Contractors is registering several of its Contract Managers for the School’s FIR workshops to continue the learning journey which has contributed to their business success so far.

“We have been delivering Equality, Diversity and Respect workshops on most of our projects for a number of years and are in the process of developing our Contract Managers to become Fairness, Inclusion and Respect (FIR) ambassadors.”

- Jane Forbes Unwin

Reliable Contractors is registering several of its Contract Managers for the School’s FIR workshops to continue the learning journey and become FIR ambassadors, to raise awareness and credibility of their business in the industry.

