



CASE STUDY

RDM Electrical and Mechanical Services, Swansea

“Our company’s mission is to ensure that we can deliver whatever services are deemed necessary within the building services sector.” David Kieft, Director

RDM ELECTRICAL AND MECHANICAL SERVICES was incorporated as a limited company in March 1988 and its Head Office is based in Swansea, South Wales. The company has two further operational offices; one in St. Athan, Barry and the other in Haverfordwest which service its contracts with Carillion Amey/ Defence Estates.

The company’s prime objective is to undertake projects throughout the UK covering all aspects of building services engineering.

During the past twenty-seven years of trading, **RDM Electrical and Mechanical Services** has grown to be an established company within the UK, earning a reputation for its professionalism in all aspects of its undertakings. One of the company’s major strengths has proven to be a flexible management approach achieved through working closely with its clients, at all levels, throughout the duration of the project, along with its proven administration procedures and the quality performance and reliability of its personnel in the execution of their individual tasks.

Historically, **RDM Electrical and Mechanical Services** has undertaken projects for many government organisations and local authorities carrying out installations and maintenance at local schools, retirement homes, HMP prisons, offices and many public buildings such as libraries and theatres as well as listed buildings. The company also carries out refurbishment projects at a number of hospitals for many of the NHS Trusts. It has been contracted for a number of years as a Direct Service Provider to the Defence Estates Contract, to carry out installation and maintenance works at most of the major South Wales Ministry of Defence sites and is categorised by the Supply Chain as a ‘Gold Band’ supplier, one of only a few in the Southern Region.

RDM Electrical and Mechanical Services produce and manage projects tailored to suit clients’ specific requirements incorporating full Mechanical and Electrical

Installation covering ... Electrical Design, Installation, Maintenance, Repairs & Fault Finding.

- Fire Alarm Systems
- Emergency Lighting Systems
- Data & Communication Systems
- Security Systems, Intruder Alarms, CCTV, Nurse Call & Door Entry Systems
- Computer Aided Design (CAD) Electrical Schematic & Layout Drawings
- Periodic Inspection & Testing (Electrical Installation Condition Reports)
- In-service Inspection & Testing of Electrical Equipment (Portable Appliance Testing)
- Building Management Systems (BMS)
- Interruptible Power Supplies (UPS)
- Heating
- Ventilation
- Smoke Ventilation
- Plumbing

The company turnover currently stands at circa £9m per annum and employs circa 70 staff.

Training

There is commitment to training at RDM Electrical and Mechanical Services. It provides a range of training opportunities for its staff. Recruitment of apprentices is all important. Twenty six (26) apprentices have been taken on since 1996 and uniquely every single one has successfully completed their apprenticeship. A 100% success rate is unusual in a 4 year apprenticeship and furthermore many of these past apprentices are still working in the business.

Using NOS

National occupational standards (NOS) are an important ingredient in the apprenticeship framework. Apprentices' training programmes lead to a NOS based City & Guilds & EAL – Level 3 NVQ Diploma in Installing Electrotechnical Systems and Equipment (Buildings Structures and the Environment) (QCF).

Testimony

Quote from recent Award Ceremony for The best JTL Employer for Wales from Martin Laye, Wales JTL Regional Manager

I previously mentioned that the employers are a key part of the training. We are fortunate to work with many excellent employers and in many respects it is difficult to single out one employer. However if we look at the number of apprentices that an employer takes on each year and also the success rate of that employer in turning 1st year apprentices into qualified tradesmen / tradeswomen, then looking at the data – one employer does stand out remarkably from the rest.

My 3rd quote of the evening.

Helen Keller 1938

“What do I consider a teacher to be? One who breathes life into knowledge.”

This employer certainly does breathe life into the training he provides. He talks passionately to apprentices, other employers, Principals of local colleges, training providers and Government Ministers. This employer has taken on 26 apprentices since 1996 and uniquely every single one has successfully completed their apprenticeship. 100% success rate is unusual in a 4 year apprenticeship. This employer cares passionately about training and I have been in many meetings and seen him lobbying for more government funding to be targeted at apprenticeships.

Ladies and Gentlemen the award for Commitment to Training 2014 goes to Mr David Kieft, director RDM Electrical Services.

Benefits

As an Employer, the company benefits from training and its apprentices in more ways than one, even more however, when funding is available as they are able to reflect this in their prices and win more contracts. Increased workload obviously means that they are then able to employ additional labour as well as taking on apprentices who benefit from the industry and also the local area.

Apprentices also benefit in that they acquire over the four-year period the knowledge and skills and practical experience they require to carry out their duties to a nationally recognised standard.

Impact

“We have a significant impact upon the local economy, as the more local people we employ the more they are able to put back into the local economy” (Company representative).

The future

The aspirations of the business are to continually recruit new employees and apprentices. The company tries to recruit one apprentice per year, and for the last few years where they have been given funding by Welsh Government they have been able to take on more apprentices

Training is a very important part of the industry and indeed their business model and ensures future employment for youngsters and schemes like Jobs Growth Wales and the Young Recruits Programme offering financial support to businesses has been a fundamental part of our business taking on new staff and Apprentices.

“We would like to see further funding in place as part of the Apprenticeship Programme moving forward to help us develop and keep ahead of industry needs and to alleviate any possible skills shortage within our Industry,” (Company representative) .

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