



CASE STUDY

HELPING A LEADING WATER COMPANY TO KEEP ITS PEOPLE SAFE

How RS's range of safety and inventory solutions are helping a major water firm protect workers operating in challenging environments



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THE CUSTOMER

With a customer base of more than eight million people, this major British water company treats and supplies billions of litres daily. Its workforce consists of 7000 employees, many of whom work in operational and engineering roles.

In order to deliver its services safely, responsibly and sustainably, the company protects its people by ensuring their health, safety and wellbeing remain central to its operations.

As part of its best practice procedures, the company works with specialist PPE partner and omnichannel industrial solutions provider RS to ensure its PPE stock adheres to the relevant HSE regulations and protects its employees against workplace hazards. The customer is further supported by RS's suite of inventory and procurement solutions, which are tailored to optimise the customer's processes.

THE CHALLENGE

The customer is committed to achieving zero health and safety incidents. To deliver on its promise, it needs a collaborative supplier who can ensure reliable deliveries of high quality and compliant PPE.

With a workforce working in challenging environments, the company needed an agile partner who could deliver the necessary products and add value in the process, with 24/7 access to emergency stock and the ability to fulfil 50 orders a day to multiple UK-wide locations.

What's more, the company needed reassurance that its PPE was being sourced and delivered by a specialist supplier with access to a broad range of products, and one who could consistently deliver on time, in full.



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THE SOLUTION



RS and its dedicated PPE, hygiene and workwear arm, RS Safety Solutions, combines the global might of RS with the specialist PPE expertise formally known as Liscombe and Needlers. Servicing customers in sectors ranging from heavy industry and manufacturing to utilities and F&B, RS Safety Solutions provides one-stop-shop access to RS Pro items and more than 10,000 leading brand products from 250+ PPE manufacturers.

By partnering with RS, the customer is able to access a wide range of high-quality products from a single supplier, underpinned by added-value procurement and inventory solutions, which deliver visibility and traceability.

With different RS ordering platforms like RS PunchOut and RS Vendstock® on offer, RS meets the customer's specific requirements with quick and easy access to a bespoke catalogue of PPE products. This includes hi-vis workwear, gloves, helmets and footwear, and hearing, eye, respiratory and body protection, selected specifically to meet the needs of employees operating in a range of roles and environments.

THE OUTCOME

By utilising RS's innovative PunchOut eProcurement tool, the customer can select products and access information including orders, returns and purchase history. Once placed, the order automatically enters the RS SAP system for checking.

For large volume orders that need to be sent to specific locations, or for more specialist PPE requests, the customer is able to raise manual purchase orders. Employees are also given 24/7 access to emergency PPE through RS VendStock®, an industrial vending solution that houses items close to work cells. RS manages the replenishment of the machine weekly, freeing up time better spent elsewhere for the customer's Stores team.

Regular review meetings are held with the customer to discuss supply chain issues and any changes to EN standards and legislation as well as new PPE products. RS also undertakes regular site visits to take the measurements of personnel, ensuring that workwear fits properly and is suitable and safe for the job in hand.

The partnership is thriving, with RS exceeding the customer's monthly supplier OTIF performance measures, consistently achieving between 94-98%. It's a score unmatched by other vendors, which has led to the customer sharing how RS operates with others to ensure best practice from its supplier base.

