
RELIABLE INDUSTRIAL GROUP (RIG) EMBEDDED TECHNICIAN PROGRAM

OVERVIEW OF RECRUITING, HIRING, TRAINING & IMPLEMENTING THE PROGRAM LOCALLY

Our service strategy at RIG includes an Embedded Technician Program that places local plant technicians inside customer facilities to maintain equipment, recommend service schedules, and execute pre-commissioning and plant reliability service programs. Local technicians are trained through RIG's program and on the specific customer site culture and practices.

This program allows RIG to maintain a customer focus and price point well below sporadic contract labor and increase efficiencies with embedded technicians understanding site geography and requirements. Current Programs include MLA & MLT trained personnel to perform services including:

- On site reclamation of hydraulic fluids and/or coolants
- Air Breather supply and replacement
- Oil Filter supply and replacement
- Oil Sampling
- Oil Sample Report Review
- In line filtration, dehydration, and varnish mitigation
- Documentation, maintenance reporting, cost savings analysis

Below is an overview of how this program works:



STEP 1: Identify Opportunities

The core RIG team identifies customers who meet or more of the following criteria:

- Currently have a lubricant reclaim program where they are reclaiming 4K gallons through a tote program or trucking (as needed)
- Are selling/disposing their used oil through their waste provider (ex. Safety-Kleen or Clean Harbors)
- Have a need for service equipment to be provided (or supported)
- Regularly need samples pulled, filters and breathers changed, or tanks/reservoirs cleaned



STEP 2: Establish A Scope of Work

Once a customer with these needs is identified, RIG performs a site-walkdown to gather information, including:

- Oil reclamation information—Type of oil & monthly volume; Full-time or part-time labor needed; Footprint of work area and collection point of used oil
- Sampling/breather/filter needs—Units that will be sampled; Frequency needed; Days/hours of accessibility to plant
- Equipment needs—Sizing the equipment; Establishing servicing intervals; Footprint of area available; List of pieces that need to be provided vs. serviced
- Reservoir/Tank specifications—Identify oil used; Manpower & equipment required to accomplish task; Current and needed service intervals



STEP 3: Recruit Local Technician

After a customer scope of work is outlined, this information will be used to build a recruiting ad for a local technician. The ad will be based on:

- The needs/skills needed from the scope of work that will be required
- Additional certifications that may be required to get onsite such as; TWIC Card-Basic Plus-Hazwoper Training-MSHA.
- Language requirements. Some technicians may need to be bilingual to successfully interact with plant staff
- What hours technician will be required to work. (ex.1st-2nd-3rd shifts, weekend or rotating shifts).
- Once the description is written and approved, the job will be posted internally for 1-2 weeks for internal candidates willing to relocate. After two weeks, the job will be posted publicly.



STEP 4: Technician Hiring

Qualified candidates will be interviewed. The interview process consists of:

- Conducting a working interview with candidate(s) at a similar job site to help them better grasp the basic concepts and see if they understand the daily functions and working conditions of the position
- Once a top candidate is selected, they will pass through a screening process that includes:
 - o Verifying past employment and performance
 - o Background check
 - o Drug screening
- Passing candidates will be presented an offer letter
- A start date is established



STEP 5: Training Program

New technicians will be trained at a facility where we already have an establish program with a senior technician for one week. The senior technician with train the new technician on:

- Proper equipment handling
- Correct sampling methods
- How to establish a relationship with the plant contact
- How to build site-specific SOP guidelines for the new site
- All on-site procedures and safety expectations of RIG employees



STEP 6: On-Site Procedures

After the training week, new technicians will be deployed to their local client site. The first task once on-site will be to build a site-specific SOP program for review by the RIG team. After the SOP is approved, a daily EOD (End of Day) report will be created to show daily progress at site that will be sent out to plant contact and the new hire direct report. The daily report will be tracked to look for trends or areas of improvements and a monthly report will follow.

CONTACT RELIABLE INDUSTRIAL GROUP (RIG)

For more information on the Embedded Technician Program or to apply, please email info@therigteam.com or call 800-770-4510 (Domestic)/ +1 281-339-5751 (International).



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