

# TURNER

FACILITIES MANAGEMENT

## Case Study

FRONT LINE  
SUPPORT



### Customer / Client

Ministry of Defence (MoD) and Defence Estates (DE).

### Project

Extended provision of support services to MoD Machrihanish.

### Challenge

The challenge to the RPC(S) team was to position the required infrastructure and support services, to ensure the success of the Operational Readiness Exercise (ORE) undertaken by the 352nd Special Operations Group (SOG) of the United States Air Force (USAF).

### Solution

Demonstrating significant flexibility and reinforcing the partnering ethos of prime contracting, Turner Estate Solutions fully exploited the services of their existing supply chain members as well as producing additional services in respect of Catering, Cleaning, Waste Disposal, Transportation and Temporary Accommodation.

The transportation of personnel and equipment was a key factor in the success of the ORE and Turner Estate Solutions enlisted Turner Hire Drive, for the provision of a wide range of vehicles, to meet the demands of the exercise. Turner Hire Drive proved to be a significant member of the supply chain; overcoming challenges associated with vehicle delivery and recovery in such a remote location, their detailed planning and overall management ensured all logistical challenges were met and customer expectations exceeded.

### Client Benefit

Delivery of the logistical support through RPC(S) not only met the contracted requirement but exceeded the customers' expectation for flexibility and ability to cope with fluctuating demands, which a military exercise naturally generates. Turner Estate Solutions gained a new customer, valuable experience and an opportunity to demonstrate the range of comprehensive services which can be offered. USAF publicly stated their total satisfaction with the level of service support from DE and Turner Estate Solutions. The Commanding Officer of 352nd SOG also declared that his unit would be interested in returning to train and he would actively promote MoD Machrihanish as an ideal training venue.

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