

HS2

The Future of Work: What this means for Selection, Retention and Training

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HS2: the backbone of Britain's rail network



- Destinations served by HS2
- HS2 line (Phase One – Completed 2026)
- HS2 line (Phase 2a – Completed 2027)
- HS2 line (Phase 2b – Completed 2033)
- HS2 services on existing network

Based on current indicative train service specification.
Final HS2 timetable subject to consultation.

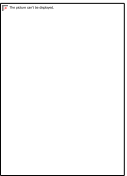
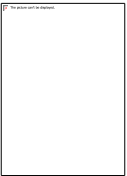


HS2 vision:

**To be a
catalyst for
growth
across Britain**



More than double the seats



Evening rush hour total
seated capacity

London Euston

Manchester Piccadilly
(Crewe/Stoke Corridor)

Leeds
(Doncaster Corridor)

2017
current

12,100

3,490

1,720

2033
with HS2

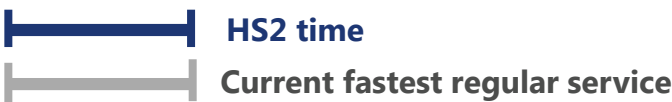
31,200

8,620

4,860



HS2: fast, frequent and reliable



LONDON

to/from

Manchester



Liverpool



Leeds



BIRMINGHAM

to/from

York



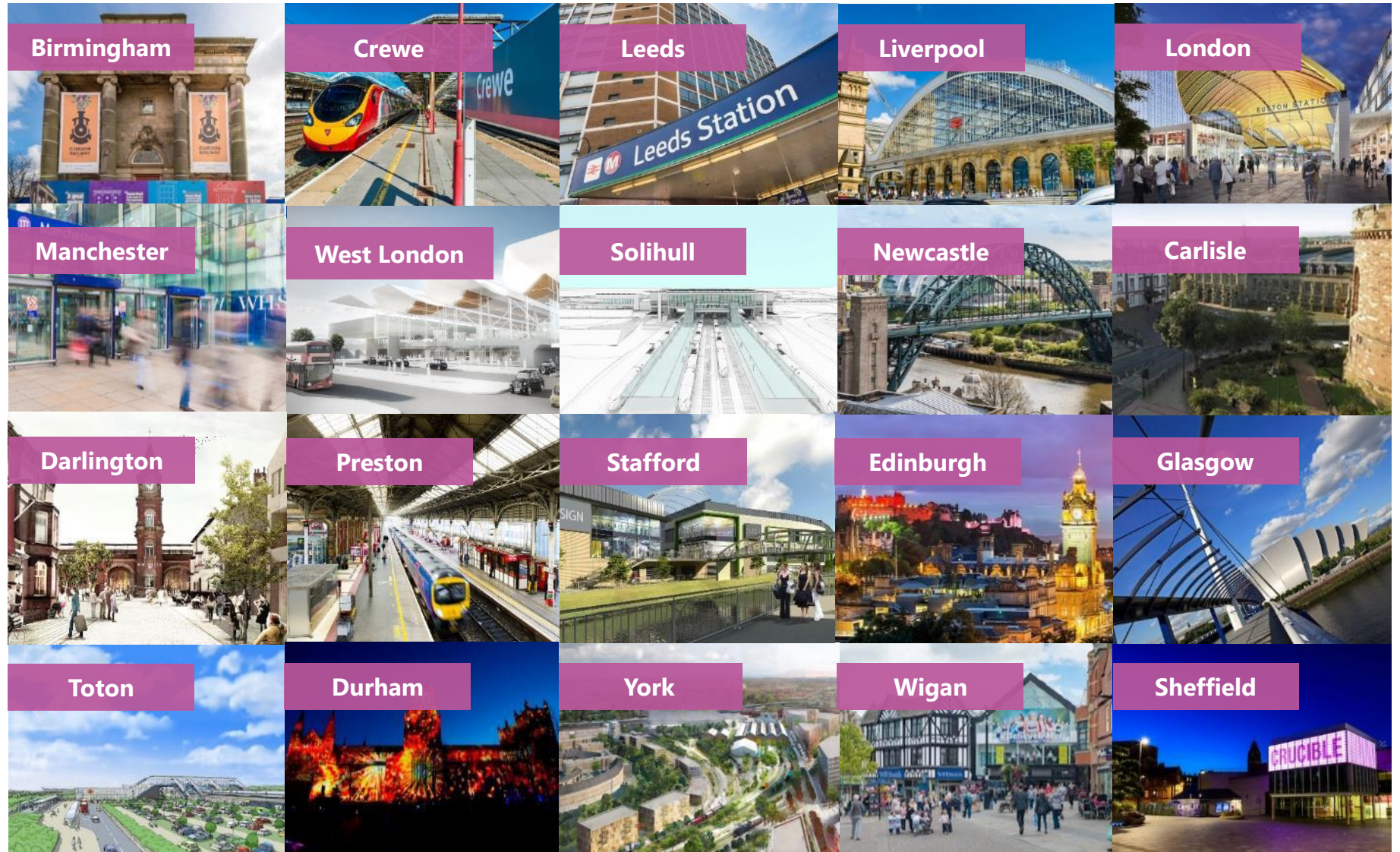
Preston



Manchester



**HS2 will serve
over 25
stations and
half the
Britain's
population**



HS2 Ltd Strategic Goals

Catalyst for growth



Capacity & connectivity



Value for money



Customer experience



Skills & employment



Health, safety, and security standards



Good neighbour & environment



The whole HS2 system is being designed to put people first





25,000 jobs during construction



2,000 new apprentices



3,000 jobs to maintain and operate



100,000s jobs with regeneration/growth

**HS2 will
provide jobs
and skills for
Britain**



**What
is the
future
...?**



Insight One: People

BLEISURE



Live and work **where they want**, when they want, and in the way they want - **free of restrictions.**

CONCIERGE CULTURE



Expect products and services to provide **bespoke personal services that come to them.**

CELEBRATING LOCAL



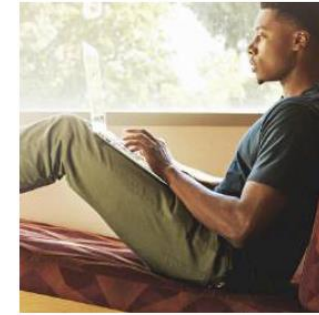
Be **passionate advocates for the local area** and want to feel **connected** to people and places.

HEALTH IS WEALTH



Be more **in tune with their bodies**, spending a premium on health and wellbeing products and services.

UPWARDLY MOBILE



Be **constantly on the go**, travelling and spending more time than ever **out of the house.**

ECO SAVVY



Be self conscious about their impact on the environment and **do everything they can to reduce their carbon footprint.**



Millennials will comprise the majority of the workforce by 2025

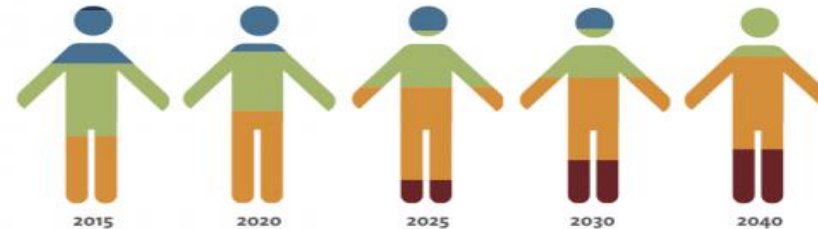
The Millennial TAKEOVER

Millennials (twenty-somethings) are starting to have a major impact in the workplace. By the year 2020, they could make up nearly half of the workforce – even with many Baby Boomers delaying retirement.

World Population by Generation

Worldwide and in the U.S., Millennials are the largest generation yet – some 2.3 billion strong. (U.S. Census Bureau)

- Builders
- Boomers
- Gen X
- Millennials
- Next Gen



Filling Boomer's Shoes

Even though many Baby Boomers have delayed retirement, many are beginning to leave the workforce and are taking their knowledge and expertise with them – leaving a gap that can only be filled by Millennials.



Millennial Attrition Costs

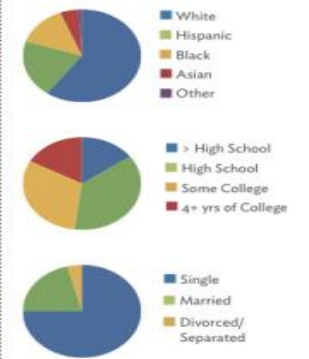
Replacement costs of Millennials due to turnover

Millennials are more likely to job-hop than previous generations. Some estimates show turnover rates for Millennials at nearly 2 times that of older workers. For an organization with 1,000 employees, the additional cost of replacing Millennials is over \$300,000 on average annually. These costs add up and can quickly grow to millions of dollars for larger organizations who don't improve employee retention among younger workers.



Millennial Demographics

Millennials are more ethnically diverse and better educated than previous generations. They are the first generation that doesn't need an authority figure (like a manager or teacher) to gain access to information.

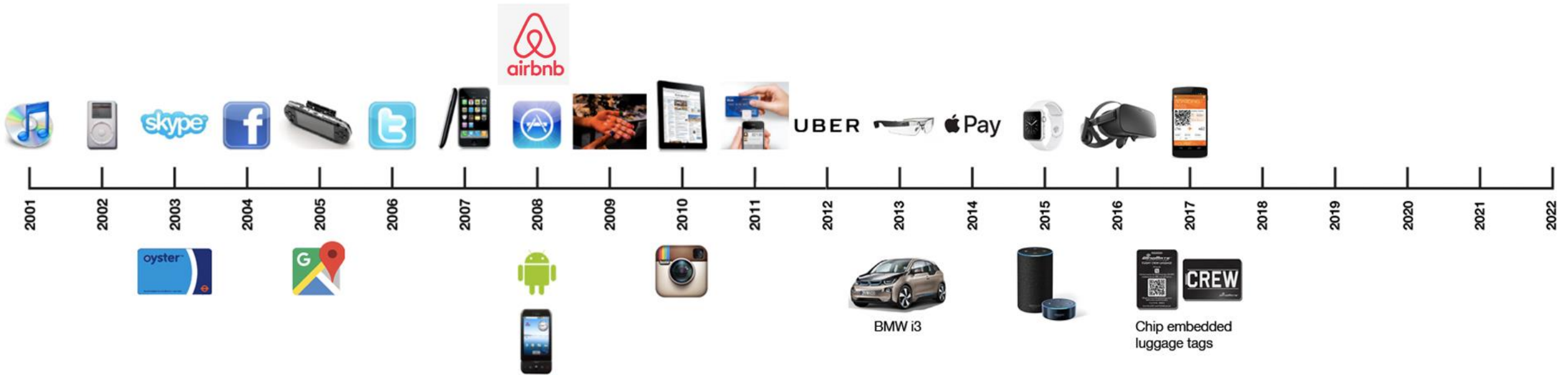




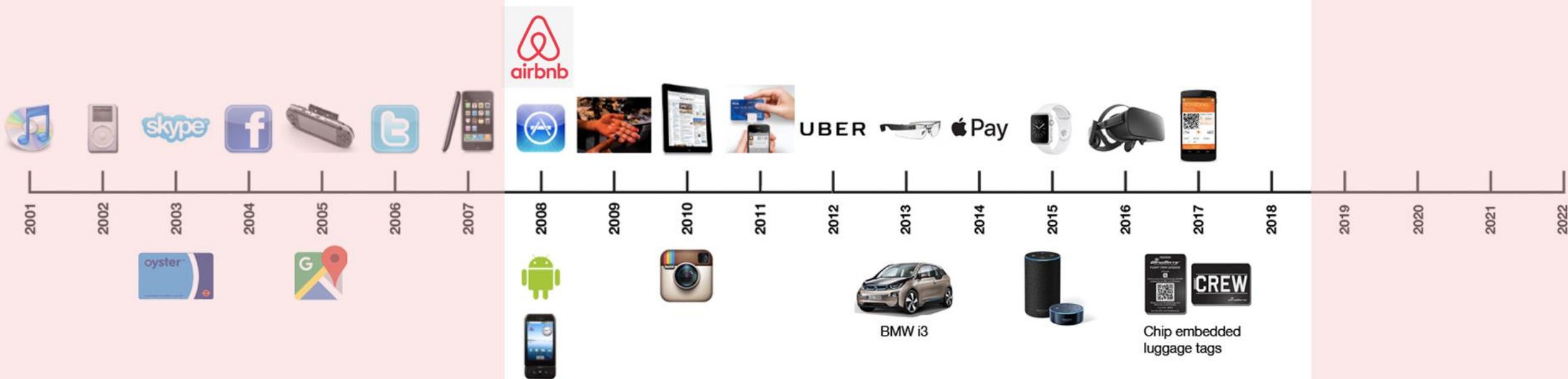
Lack of Diversity



Insight Two: Technology



10 years

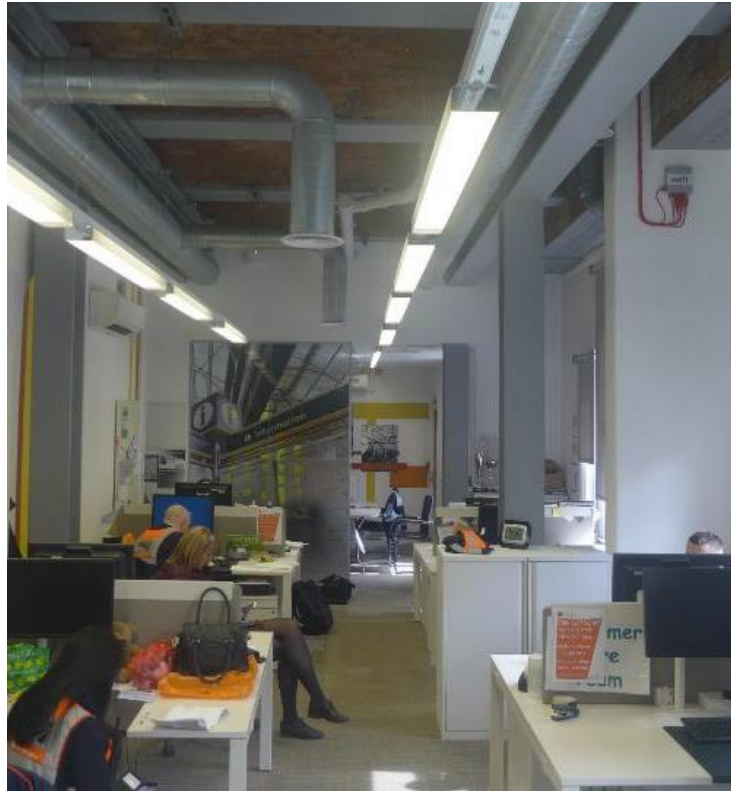


Insight Three: Employee Facilities and Services

Focus on functionality



Lack of consideration



Basic human needs not met





Insight Four: Mind the skills gap

How to solve it...?



**The National
College for High
Speed Rail will
attract new talent
and train the
existing workforce**



Birmingham Campus



Doncaster Campus





HS2 Education Ambassadors



Primary Schools

Applying the HS2 Design Vision to the Back of House Principles

Reliable

Responsive

Collaborative

Nurturing

Empowering

The Role of Technology



**A smarter,
faster and
better station
customer
experience...**



... to build a digital twin





CLAYTON
HOTEL

CLAYTON
HOTEL

THE JOURNEY STARTS HERE