

Keeping the wheels of London's red tour buses turning

Having CGI as a flexible payroll partner helps London's most popular tour bus operator weather the ebb and flow of a seasonal workforce.

Since the early 1900s when you could explore 'around the town for half a crown', The Original Tour, which runs London's famous fleet of open-top sightseeing buses, has enjoyed a long and illustrious past.

Today, a largely seasonal workforce provides live guided tours and hop-on, hop-off services, transporting over a million guests a year through the history and heritage of London from the top-decks of the company's iconic Union Flag buses.

CGI's managed payroll service helps to keep the engine of this much-loved business running smoothly, ensuring all personnel receive accurate, timely wages, no matter what the time of year.



Supporting a fluid workforce

In line with popular tourist times of year, The Original Tour sees employee numbers swell during peak seasons to cope with demand. During the summer months, a weekly-paid workforce – which includes drivers, tour guides and those responsible for sales and maintenance – can double to more than 300 people. There are also a crew of 60 administrative and HR staff who are paid monthly, all of which contributes to a complicated payroll process.

The Original Tour moved to our CGI's payroll service in early 2016. It was a transition that required careful planning, with trade unions and other stakeholders kept informed along the way.



Riding the crest

The Original Tour's staff no longer need to spend time generating payslips for the company's fluctuating workforce as this is now handled by CGI. The service also provides the flexibility the business needs to add an extra staff member to the weekly pay run, for example, or adjust a driver's payslip at short notice if they are required to do an additional shift during busy times.

There is always a member of the CGI payroll team available who understands employment legislation and can provide information such as the tax implications for employees who may have multiple jobs.

This means HR staff at The Original Tour are freed up to concentrate on other issues, such as managing driver and tour guide shift patterns and ensuring customers have the best possible experience on their tour.



Digital payslips

One aspect that could previously make managing the payroll a time-consuming undertaking for The Original Tour, was that staff payslips were all paper-based so the process was largely a manual one.

The move to CGI's managed payroll service brought the added benefit of electronic payslips being introduced for monthly-paid employees, who now receive their payslips around three days earlier than they did before. Digital payslips offer greater protection for personal information too and if an employee needs to quickly access an old slip, they can do so quickly and easily online.



Creating a great customer experience

By placing CGI behind the wheel of the payroll process, The Original Tour can concentrate on providing the outstanding customer service and commitment to excellence that is at the heart of the company's ethos.

An ethos that its dedicated workforce continues to deliver year in, year out, from St Paul's Cathedral to Kensington Palace and the London Eye.



Key benefits:

- Flexibility to pay staff on a weekly or monthly basis
- Scalability to cope with a fluctuating workforce
- Adaptability to handle adjustments to the payroll when circumstances change
- Online payslips offering employees greater security and peace of mind

"The service we receive from CGI is always of a very high standard. We know we are working with a team who really understands the challenges of keeping the payroll running smoothly throughout the year. For a business that relies heavily on seasonal staff, this has been essential."

Jennifer Beaupierre, Head of Human Resources, The Original Tour

