



OUR SUSTAINABLE BUSINESS 2019



Welcome

2019 was another successful year for VINCI Construction UK Ltd.

Our emphasis on satisfying our stakeholders and the long-term sustainability of the business meant that in 2019 we improved our Health, Safety and Environmental performance in addition to increasing our profitability and cash positions.

2019 saw a continued focus of health as well as safety as we rolled out our THINK AGAIN safety initiative across the business and added a new position of Health & Wellbeing manager to our HSEQ team.

Creating our sustainable business relies upon a focus on our four main stakeholder groups, namely our customers, our people, our suppliers and the communities within which we work, this report outlines our progress across all four of those groups.

In terms of our Customers we continue to have strong long-term relationships with our clients across all our business operations and maintain a combined customer satisfaction rating in excess of 85% across the business.

In terms of our people, our engagement score in 2019 increased by 3% to 86% with a response rate from our teams of 87%. In terms of training and development over 80% of our team took part in at least one training activity and we drew down almost £650,000 from the apprenticeship levy to invest in the future development of our people. In terms of Diversity and Inclusion we remain accredited as 'Leaders in Diversity' and we have enhanced our Fairness Inclusion and Respect e-learning and training resources for all our teams.

We continued to develop our relationships with our Supply Chain and ensured that we retained a focus on SME's increasing the percentage in our trading pool from 89% to 91% and further diversified our portfolio by bringing Voluntary, Charitable and Social Enterprises (VCSEs) into our delivery. Throughout 2019 we have been working with internal specialists to align our practices to Sustainable Procurement standard BS EN ISO 20400.

Not only do we deliver value to our customers, but also to the communities that we operate in. We engage with local stakeholders to provide community initiatives and social value commitments throughout the UK. Our teams

took part in over 275 Stand out Make a Difference days, where employees are given a day off to support charitable organisations of their choice. The strategic partnerships we have with the Duke of Edinburgh awards, Prince's Trust and the Construction Youth trust continued. In 2019 the VINCI foundation awarded grants totaling over £200,000 to 30 local charities across the UK & Ireland focusing on working with the most vulnerable and disadvantaged people in our societies.

Going forward we will continue to focus on reducing the environmental impact of our operations. In 2019 we successfully completed phase 2 of the Energy Savings Opportunity Scheme (ESOS) which demonstrated a reduction in our energy consumption of 41% and a 45% reduction in our CO₂ emissions over the four-year period between Phase 1 and Phase 2.

The philosophy of 'Real Success is the Success You Share' remains at the heart of all our activities and by continuing to focus on our stakeholders whilst limiting the impact of our operations on the environment we will continue to drive a Sustainable and successful future for our VINCI Construction UK Ltd business.

CHRIS HAMER
Managing Director Building

JULIAN GATWARD
Managing Director
Taylor Woodrow

TONY RAIKES
Managing Director
VINCI Facilities

RUSSELL MATTHEWS
Managing Director
VINCI Technology Centre UK

As a company of diverse activities the divisions within VINCI Construction UK Ltd have been considering the application of the Sustainable Development Goals (SDGs) to their business operations. Aligning the SDGs to our material impacts along with the improvement strategies required will be completed next year. In this report we have identified high level alignments to demonstrate our consideration of the SDG framework prior to formalising our action plans.



HEALTH & SAFETY

(1/2)

Health & Safety | In our hands

Our commitment to the Health & Safety of people involved in or affected by our work remains resolute and we take our responsibility very seriously. We reject the idea that workplace accidents and work-related ill health are unavoidable. We refuse to accept that delivery on time comes before Health and Safety.

On any month, there were close to 17,000 people deployed across our contracts who produced an annual total of more than 19 million hours of work. Against this impressive operational backdrop, our performance at the end of 2019 showed a consistent improvement.

Our frequency rate for recorded injuries fell from 1.49 per 100,000 hours to 1.28, a reduction of 16%. Even more impressive was the fall in the frequency rate for loss of time incidents; falling from 0.30 at the start of the year to 0.24 by year end, a reduction of 25%. In short, we are recording fewer injuries and they are becoming less severe.

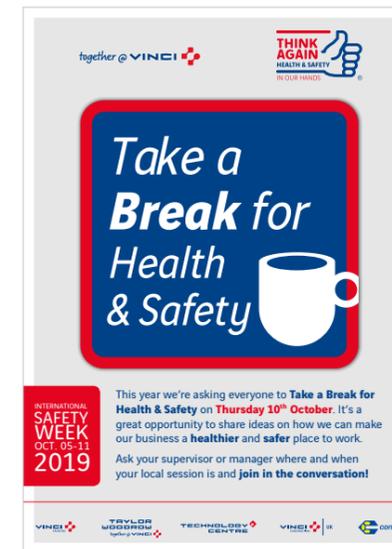
We continued to actively encourage the reporting of close calls and positive interventions based upon the established norm in our business whereby people are empowered to stop work if they don't feel safe. Reinforcing the need to report close calls and positive interventions and share learning saw an increase in reporting of 11%.

The implementation plan for THINK AGAIN throughout 2019 saw the delivery of training and briefing sessions to more than 1,000 people across the business at every level in every business division and support function.

Our efforts in reducing harm were recognised again by the Royal Society for the prevention of Accidents who confirmed a ninth consecutive Gold Award for Health & Safety performance; the same result in 2020 would see us achieve a prestigious President's Award.

We further demonstrated our commitment to our people by adding a new role of Health & Wellbeing Manager to the Group HSEQ team which will be recruited in early 2020. This will help us deliver on our pledge to work across the construction industry to eradicate the stigma and discrimination sometimes associated with mental health.

To support this approach, *Take a Break for Health and Safety 2019* day coincided with World Mental Health Day. Our offices and sites stopped work and talked about all the ways which people can get support, whatever it is from resources we have internally or through external organisations.



ALL INJURY RATE

1.28

DOWN 16%



LOST TIME INJURY RATE

0.24

DOWN 25%



CLOSE CALLS & POSITIVE INTERVENTIONS

11,790

UP 11%



HEALTH & SAFETY

(2/2)

Health & Safety

In our hands

CASE STUDY

Construction Logistics Community Safety (CLOCS)

The CLOCS scheme focuses predominantly on improving our safety and environmental impact around the locality in which we are working and has been in operation for several years in the London Boroughs. The scheme is now beginning to spread across the UK. As CLOCS Champions, the Building Division have committed to support the scheme on our projects UK wide. In October 2019, we had our first assessment outside of the London Boroughs, at the Royal Victoria Infirmary in Newcastle, resulting in an impressive score. All areas met requirements of the standard and 57% demonstrating best practice across the construction industry.



Royal Victoria Infirmary

CASE STUDY

ROSPA Order of Distinction for VINCI Building

Building was awarded the ROSPA Order of Distinction in recognition of its practices and achievements in helping, its teams, customers, clients and supply chain get home safely at the end of the working day. This award has been presented for VINCI Building sustaining high standards, reflected in the attainment of 16 consecutive Golds to the division.





(1/2)

People | Our greatest asset

Workforce engagement

The engagement score for 2019 increased by 3% on the two previous years to 86%; which is fantastic as the findings inform our business planning and influence the way we move forward. Our increasing engagement levels within the workforce open opportunities for us to give back to our teams through Social Value.

People

Our Academy continues to improve. In 2019 over 80% of our workforce engaged in at least one training activity. We are recognising our talented employees with a range of leadership and talent development programmes. These business-led programmes identify our future leaders and invest in their personal development, enabling personal and company success.

In 2019 a total of 279 people were promoted across VINCI Construction UK of which 23% were women. These demonstrate our commitment to recognising the successes of our team and fostering talent growth within our organisation.

Our Apprentice Levy in 2019 was approximately £647,000, with 101% draw down for the year. Whilst this represents an investment in the future of our people, we need to work with the business to maximise the Apprenticeship Levy spend further in 2020 to develop new and existing talent.

For the fourth year running we delivered the UK version of the Project Management+ training programme. We continued to develop bespoke VINCI Facilities Management programmes, based around the apprenticeship standards, with the first cohort commencing in early 2020.

time to change
let's end mental health discrimination

Our Academy rolled out Employee Self Service in May 2019 - streamlining the process, enabling the Team to respond to requests quicker.

- There were 1,071 nomination requests (May to December 2019)
- 2,205 contacted the Academy, predominantly to submit evidence, or requesting advice and guidance (May to December 2019).

“76% agreed that they have access to training and learning / development opportunities at work”

- Engagement Survey 2019



Members of VINCI Construction UK took on the role of 'Dragons' judging eco-friendly transport inventions.



VINCI Construction UK took part in Maths Industry Day at Greenbank High School in Southport.



APPRENTICESHIPS

105



EMPLOYEE ENGAGEMENT SCORE

86%



NUMBER OF GRADUATES

52



(2/2)

People | Our greatest asset

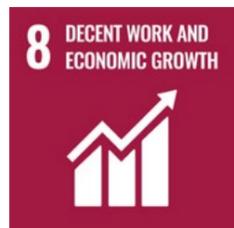
CASE STUDY

VINCI Facilities single use plastic (SUP) commitment and My Pledge

The Talent Development Programme engages teams to solve real world challenges through team work and business strategy. In early 2019 the winning group launched the My Pledge campaign which encouraged teams to make a pledge to eliminate at least one item of SUP from their daily lives.

The first 100 team members received a 4Oceans bracelet that alone funded the removal of 100 lbs / 45 kg of rubbish from the ocean; never mind the reductions made by all the team members as a result of this campaign.

This My Pledge campaign is integrated in the VINCI Facilities Single Use Plastics Policy & strategy, and the team continue to be engaged beyond the Talent Development Programme.



time to change
let's end mental health discrimination



Local Authority and Education Team



Bruno Dupety, Tony Raikes, Rory Murphy



FMPC Team



FORMAL TRAINING HOURS
58,967



TOTAL NUMBER OF TRAINEES
328



NUMBER OF TRAINEES JOINED THE BUSINESS
51

(1/2)

Diversity & Inclusion

Success in difference



Gender Pay Gap Report 2019

Gender diversity is critical to the success of our FIR Strategy and in 2019 we continued to build on the progress made in the previous two years.

In 2019 there was a reduction in the mean gender pay gap of 3.93%, which can in part be attributed to us continuing to increase female representation at our senior levels.

In 2019 we increased the number of females in our top quartile from 61 to 85, which represents an increase of almost 2% of our relevant employees.

Furthermore, since reporting started, we have increased our female representation in the top two quartiles by just over 4%. We are working hard to reduce the median pay and median bonus pay gaps. In 2019 we managed to reduce the aforementioned by 9.15% and the latter by an impressive 29.85%.

We are committed, yet realistic, about the challenges faced to closing the gender pay gap, creating an inclusive culture which values differences and finding practicable solutions; but there is still more work to be done.



Fairness, Inclusion and Respect (FIR)

Our corporate culture defines who we are as a business. It has a great impact on our ability to attract and retain the best people for our business. Throughout 2019 we have continued to progress our FIR journey. One of our biggest achievements in 2019 was the launch of our revamped FIR eLearning module and FIR Best Practice Booklet. We moved from having a central FIR Working Group to a sponsor group with delivery groups in the business supporting initiatives. Finally, we are going for our reaccreditation to Leaders in Diversity at the end of 2020.

“VINCI’s commitment to FIR has always been outstanding as an early adopter of the standard in 2011. The range of initiatives has continued to develop, and a culture shift is slowly happening. There are some exciting strategies underway, particularly around recruitment and supply chain diversity.”

- Leaders in Diversity Assessor

(2/2)

Diversity & Inclusion

CASE STUDY

International Women in Engineering Day 2019: 23 June 2010

Women in Taylor Woodrow (WiTW) celebrated their sixth International Women in Engineering Day (INWED). A 'Provocations' style debate was held on a number of projects, discussing different ways of improving the gender balance of our project based teams. Despite the initial nerves of some people to speak openly in the sessions, the debate style format sparked some interesting conversation. The events encouraged conversation and enabled members of our projects to become more comfortable in discussing the subjects of gender balance and gender parity within Taylor Woodrow.

Success in difference



Changing the Equation event



Victoria Hughes

CHANGING THE EQUATION
Retention of women in the construction industry

Join us for a panel event that will see men and women from client, fellow contractor and supply chain come together to discuss the barriers for retaining women in the construction industry and more importantly, how to overcome them.

Wednesday 19 June
Browns, 82-84 St Martin's Lane, Covent Garden, London WC2N 4AG
Panel session: 18.00 - 19.30
Networking: 19.30 onwards
Book tickets: bit.ly/EQUATION19
Light refreshments provided

SPACES ARE LIMITED!

WITW WOMEN IN TAYLOR WOODROW | TAYLOR WOODROW | together @ VINCI

BROUGHT TO YOU BY WOMEN IN TAYLOR WOODROW FOR INTERNATIONAL WOMEN IN ENGINEERING DAY



REDUCTION IN GENDER PAY GAP

3.93%



OUR GENDER BALANCE

70%

WHO IDENTIFY AS MEN

30%

WHO IDENTIFY AS WOMEN

(1/2)

Social Value | Creating a positive impact

Not only do we deliver value to our customers, but also to the communities we operate in. We engage with local stakeholders to provide community initiatives and social value commitments. The impacts on people, the community and the environment from our engagement exceeds that of our operational activities.

To understand our stakeholder needs, materiality assessments have been undertaken across the company. Information from these directs our community and wider social value activities to address the needs of those we impact. SOMAD days are one way we do this, by empowering our employees to volunteer their time with causes important to them.

We continued to support a variety of charitable organisations in 2019 that support the people at the heart of our work. Supported organisations include: Build UK, Construction Youth Trust, Prince's Trust, Help for Heroes, and The Duke of Edinburgh's Award among many others.

Our view of Social Value goes far beyond the individual or the charitable donation to the ways we can create long-term and meaningful change to the stakeholders we impact. Our communities, supply chains, teams, clients and all our stakeholders are prioritised through our work towards increasing the Social Value we deliver.

We utilise a range of measurement tools to ensure we have a robust and up-to-date social value framework. The TOMs, HACT and Global Value Engine databases and frameworks such as the Eagan Wheel support our collaboration with industry experts including Social Value UK to deliver improvements as the understanding of social value evolves.

Moving forward our social value measurements are under constant evaluation and redevelopment ensuring continuing accuracy and integrity of the results we report.



VINCI Foundation

The VINCI UK Foundation supports initiatives that promote social cohesions, fights exclusion and isolation in the UK and the Republic of Ireland by combining the skills of VINCI employees together with financial assistance, to be a long term-partner of the community.



The Foundation awarded grants totalling £200,010 to support 30 local charities across the UK and Republic of Ireland, which focus on improving access to training, employment, housing and healthcare for the most vulnerable and disadvantaged people in society.

The grants – ranging from £3,000 to £15,000 – went towards purchasing or upgrading transport, equipment and facilities to help the charities in their efforts to alleviate social exclusion and strengthen communities.



SOMAD DAY



VINCI FOUNDATION



THE NUMBER OF SOMAD DAYS WITHIN VINCI CONSTRUCTION UK FOR 2019

277



DONATIONS MADE IN 2019

£20K

TO DofE

£20K

TO 5% CLUB

£15K

TO PRINCE'S TRUST

(2/2)

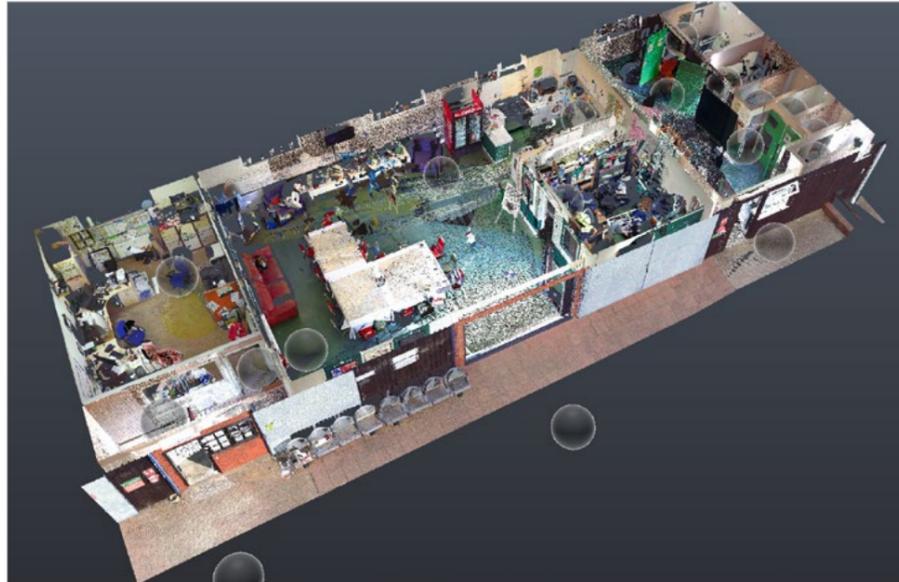
Social Value

Creating a positive impact

CASE STUDY

Social Enterprises and VINCI Together

18 members of The Performance and Digital Team put up a new fence at The Nuneaton & North Warwickshire Equestrian Disabled Riding & Horse Therapy Centre (NNWEC) as part of their SOMAD, and donated half of the money awarded to them from the 2018 VCUK Innovation Awards. EAL puts people and horses together with therapists in an environment designed to promote emotional growth and learning and helps with a variety of mental health issues from addiction to low self-esteem.



Building Solutions Midlands also donated left-over carpet and some reclaimed doors of which the Centre is in great need and which were fitted for them in conjunction with our supply chain.

Finally, to support the centre's bid for a Lottery Fund grant to turn NNWEC into a community venue with a range of support and therapy facilities, we completed a Digital Twin of the Centre and overlaid their plans to include in the submission.

CASE STUDY

VINCI St. Modwen (VSM) work in collaboration to deliver social value scheme



VINCI St. Modwen (VSM) are proud to be supporting a programme of engagement, education and skills development which has the potential to change lives and improve life choices for local residents. Working together with local organisations the Yvonne Carr Centre hosts a range of activities that might normally take place in a domestic kitchen. In addition to a much-needed core café offer, the Centre will provide practical and tangible support to local residents inspired to use food and hospitality as a pathway into possible employment. VSM and New Covent Garden Market both see this programme of work as a legacy opportunity building local capacity to participate and engage in the Food Exchange concept currently under construction as part of its new public facing offering.

(1/2)

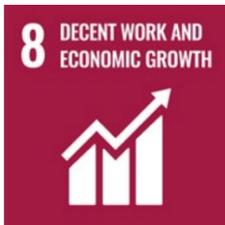
Supply Chain | Targeting ethical value

We have a collaborative and integrated approach to supply chain management to create positive social, environmental and innovative impacts across all areas of business.

One of the main advancements in 2019 has been the centralisation of the prequalification (PQ) process. This has insured that we are managing our PQ Compliance in a robust way and freeing up valuable time for the commercial teams.

During 2019 we have brought on Voluntary, Charitable and Social Enterprises (VCSEs) to our supply chain. Companies such as Nuneaton Signs, a not-for-profit sign company, and Clarity & Co, who supply our offices' with soap, who use our custom to provide employment, training and support to people with disabilities, both physical and mental. Every year we find more companies that put social value first to increase the positive community impact delivered through our supply chain.

Throughout 2019 we have been working with internal specialists to align our practices to BS EN ISO 20400: Sustainable Procurement which further demonstrates our ongoing and forward-thinking commitment to sustainability in our supply chains.



People matter

The construction sector faces two major people-related problems. The first is the skills gap: the lack of suitably trained and qualified recruits entering the industry. The second is an issue shared by the whole UK economy: low productivity, arising in part from lack of engagement.



Supply chain engagement is key to our successful collaborations and partnerships

This is the driving force behind the new *People Matter Charter* from the Supply Chain Sustainability School. VINCI Construction UK have supported the development of the Charter and will be an early signatory when launched in January 2020. Signatories to the charter are expected to embrace eight commitments, covering areas such as equality, diversity and inclusion, skills and training, and fair pay. It's about the way we engage with and treat people, including our suppliers, and demonstrates to prospective recruits that they can expect to be respected and supported in their new career.

For VINCI, the charter is helping us to formalise our people-centred approach, providing a strategic focus for our wellbeing and personal development programmes.



REGISTERED

75%



MICRO AND SMEs

91%

OF TRADING PARTNERS



COMPLETED PERFORMANCE ASSESSMENTS

87%

(2/2)

Supply Chain

Targeting ethical value

Recycling Lives

Recycling Lives has been our preferred waste contractor for over a year now. They are a recycling and waste management company committed to undertaking commercial ventures with a demonstrable charity or community benefit. The organisation is changing lives through programmes to support the homeless, reduce reoffending, and deliver food to support small charities and community groups.



In 2018/2019 they saved £7.4m for central government by rehabilitating offenders, contributed £73,000 towards supporting homeless men and redistributed one million meals. They supported our environmental social value by achieving a 98.5% diversion from landfill for VINCI Construction UK activities. Recycling Lives has created social value worth over £11 million from 2018 to 2019.

CASE STUDY

We have been working with BUILD UK and Civil Engineering Contractors Association (CECA) as part of a cross industry body to introduce a new Common Assessment Standard which will improve efficiency and reduce cost in the construction pre-qualification (PQ) process.



Neil Mant, Procurement and Supply Chain and Director chairs the working group whose objective is to launch a standard PQ to the industry and more importantly a standard way of assessing supply chain competence. This new initiative will mean that our supply chain will only ever need to maintain one accreditation that meets the common assessment standard to work for any main contractor that has signed up to the scheme.

As it stands now Constructionline Gold will meet this standard for VINCI Construction UK and over the coming months we will open this up so that we can also accept both Achilles Building Confidence and CHAS Premier. The Common Assessment Standard will raise the standard of stage 1 PQ in the industry whilst driving efficiency within our process and our supply chain.



51%



AVERAGE CHANGE IN PRIORITY SUPPLIER SCSS SCORE

6%



SCSS TRAINING HOURS ACROSS 100 PRIORITY SUPPLIERS

300

(1/2)

Environment | Reducing our impact

In 2019 we successfully completed Phase 2 of the Energy Savings Opportunity Scheme (ESOS).

In the 4 year period between Phase 1 and Phase 2 we significantly reduced our overall energy consumption by **41%**, and our CO₂ emissions by **45%** for all the energy (including fuels) procured and consumed by VINCI PLC's buildings, construction and transport activity.

Furthermore, in 2019 we reduced our Project energy consumption by **9.7%** compared with the previous year. We achieved this by continuing to improve our energy performance across the business, through core practices including:

- Working with EDF on better Grid Connection Management; moving projects onto main electricity supplies earlier.
- Working closely with our Plant Department which offers solutions to reduce unavoidable usage of red diesel through Overnight Generator Sizing. Instead of a single large generator, two generators can be used to enable smarter energy usage. A larger one to meet peak loads and a much smaller one which picks up the load of powering only essential supplies.
- All direct VINCI Group electricity is now procured from certified 100% renewable sources.



VINCI Facilities monitors energy consumption at multiple schools across the UK, using the power of its sector-leading software to identify consumption anomalies and working directly with site-based FM teams to investigate and rectify any issues. Additionally, savings of more than £130k have been identified through VINCI Facilities' Utilities Bureau advising and supporting schools to improve their control systems, lighting solutions and BEMS (Building Energy Management Systems).

We continue to explore new energy saving innovations and the latest includes trials of a Solatainer Unit on the M4 J3 – 12 Smart Motorway Upgrade project. These units comprised of Solar Panels and are designed to replace up to a 40kVA diesel generator, with benefits including financial savings, a reduction in carbon emissions and minimal to no noise during night works.

Although we slightly increased our construction waste generated through project delivery in 2019, 27.4 tonnes/£1m in 2019 compared with 20.1 tonnes/£1m in 2018, this was largely down to 2 specific projects and is not expected to be a long-term trend. We established a good relationship with Recycling Lives, a social enterprise for recycling a wide variety of waste, focusing on service level, cost, compliance and data reporting, to drive more responsible and transparent waste management. This resulted in 98.5% of waste being diverted from landfill.



ENERGY CONSUMPTION
 42,082 kWh
 / £1m turnover
 (11% DECREASE AGAINST 2018)



CO₂ EMISSIONS
 10.03 tonnes
 / £1m turnover
 (16% DECREASE AGAINST 2018)



CONSTRUCTION WASTE
 27.70 tonnes
 / £1m turnover
 (38% INCREASE)

(2/2)

Environment

Reducing our impact

CASE STUDY

Green Apple Award for the M6 Team

The M6 junction 2-4 smart motorway team were awarded Gold at the Green Apple Environment Awards this week.

The awards recognise commitment to environmental best practice in the building and construction sector and were presented in a ceremony at the Houses of Parliament.

The team's submission included several innovations that they have implemented, such as mapping out the locations of all active badger setts on the BIM model to easily and accurately identify any clashes with works.



Hannah Starr with the Green Apple Award



CASE STUDY

Trees from Queen Elizabeth Olympic Park given new home



VINCI Building carefully removed six pollution busting London Plane trees from Queen Elizabeth Olympic Park instead of felling as part of the construction work on UCL's new campus. The trees that are around 15 years old, were transported and moved to their new home on Barking Riverside development. London Plane trees are known for their ability to trap air pollution in their bark, removing harmful particles from the atmosphere and helping to clean up the capitals air.



WATER CONSUMPTION

36m³

/ £1m turnover

(29% INCREASE)



CCS AVERAGE ENVIRONMENTAL SCORE

7.80

Materials

Procurement for sustainability

We are committed to ensuring our materials procurement maintain the protection of the environment and society. In 2019 we procured nearly £20m of materials. We recognise the importance of adopting and embedding sustainable and circular procurement principles. These commitments are clearly defined within our Supply Chain and Procurement Policy.

Sustainable Procurement (BS EN ISO 20400)

In 2019 we started our journey to benchmark our procurement activity against the internationally recognised guidance standard for sustainable procurement: ISO 20400. This provides a framework to formalise the ways we already incorporate sustainability, environmental and societal issues into our procurement and supply chain management and clearly demonstrate our commitment to sustainable development.

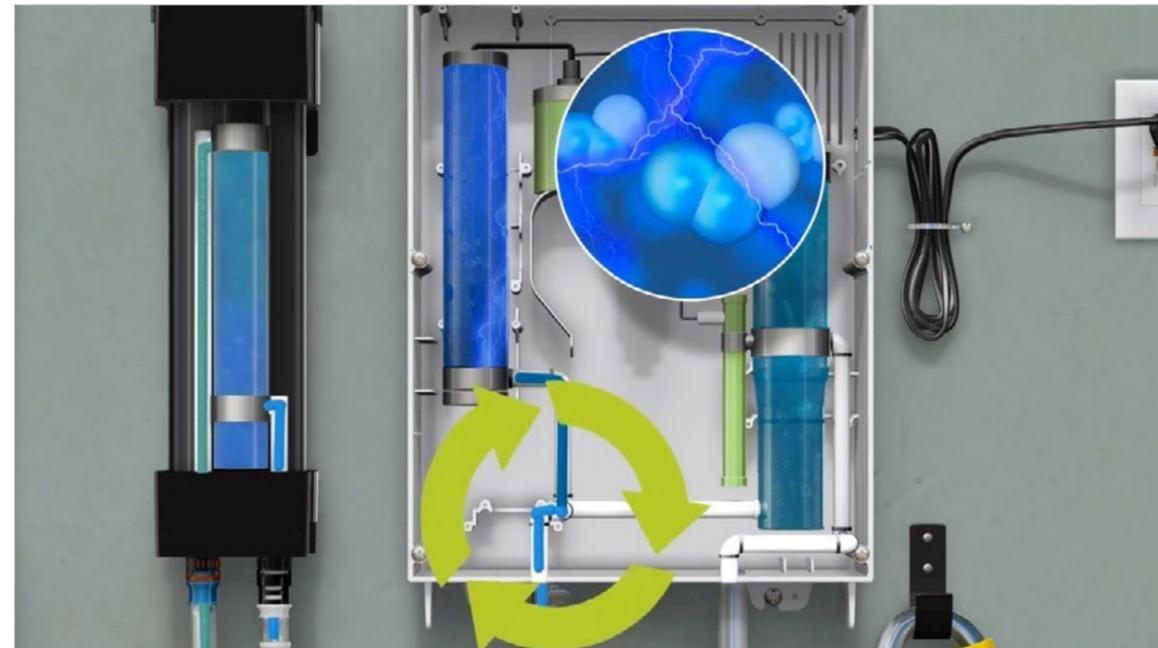


Modern Slavery

The VINCI Group remain a contributing member of the UN Global Compact and takes its responsibility to avoid and mitigate any modern slavery in its operations seriously. To that end VCUK have implemented a number of measures to tackle modern slavery in procurement. This includes (but not limited to) publishing a Transparency in Supply Chains (TISC) Statement, mandating our supply chain be registered with Constructionline and sitting on the Supply Chain Sustainability School Modern Slavery special interest group. Tackling modern slavery requires everyone who works in procurement be aware of the risk areas and where it is most likely to occur, which is why we are identifying high risk areas, looking to deliver targeted training and development.



CASE STUDY



Tersano cleaning units reduce the need for chemicals in cleaning through the use of stabilized aqueous ozone.

One of VINCI Cleans key objectives for 2019 was the reduction of plastic and to source more sustainable products. We have worked with our supply chain partners to source and innovate to achieve this aim. Notably the most successful addition was the free on loan *Tersano* units, providing ozonated water for cleaning and disinfecting. We added an additional 10 sites who are now using this system in 2019 removing most chemical and reducing plastic waste. We worked with Northshore our paper providers to enable a recycled core to the toilet rolls. We worked with Clarity to provide social value refillable soap to reduce plastic waste. We worked with our cloth suppliers to ensure that all of the disposable cloths are compostable. Our business plans in 2020 will continue this aim adding recycled machines.



SUSTAINABLE TIMBER
PERCENTAGE

99.91%

Customer Care

Keep exceeding expectations

Our vision is to be the preferred construction and facilities partner for our clients. This makes it crucial to understand customer expectations in order to add value and increase satisfaction.

Our customer satisfaction surveys and market surveys provide a channel for communication and feedback in addition to the day to day and allows us to measure expectations with actual experience and prioritise what is significant to our customers. We use multiple mediums to ensure access for all, as every customer voice is important.

In 2019 VINCI Facilities launched their Customer Engagement Toolkit, a 7-stage process that takes projects from identifying stakeholders and effectively engaging with them through analysis and data management for future learning and improvement. The process design draws on expertise from a variety of external bodies including Cranfield University, combining this with a deep knowledge of the facilities management industry and how to meet our clients' needs. A full roll out across Facilities' contracts will occur in 2020.

We continue to review our customer satisfaction procedures to improve their efficiency and modernise access. We look to continually improve our delivery to drive greater customer satisfaction. In 2020 we plan to expand our presence in social media, further increasing our accessibility to our customers.



CASE STUDY

On every project VINCI Building aims to provide a product and service that goes beyond the basic contract terms and secures wider benefits and improvement to the lives of people. We insist that our subcontractors, supply chain and sub-consultants commit to employing the highest ethical standards and ensure maximum benefits are gained for improving economic, social and environmental wellbeing.



Building's North West Regional Director, John Roberts and The University of Manchester's President and Vice-Chancellor, Professor Dame Nancy Rothwell

On the Fallowfield Student Accommodation Project the following was achieved:

- £18m spend with MSMEs
- 1,131 apprentice weeks
- 23 community engagement activities
- 99% waste diverted from landfill
- 52% local workforce employed
- 34 work placements
- Social return on investment to the Greater Manchester area £6,154,029.17

TAYLOR
WOODROW
together @ VINCI

74%

TARGET: 70%

VINCI
FACILITIES

88%

IN 2019

TARGET: 86%

VINCI
CONSTRUCTION | UK

82%

TARGET: 84%

TECHNOLOGY
CENTRE

97%

TARGET: 90%



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