

**CREATING AND
MAINTAINING
GREAT PLACES TO
LIVE AND WORK**



BUILDING SOLUTIONS

Customer focused | Collaborative working | Value engineering | Financial transparency | Trusted supply chain | Best practice procurement | Social value



CREATING AND MAINTAINING GREAT PLACES TO LIVE AND WORK



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BUILDING SOLUTIONS

ABOUT US

Building Solutions is the specialist building arm of VINCI Facilities. We handle construction, refurbishment, fit-out and planned, cyclical maintenance contracts across the UK, in both the public and private sectors. We have decades of experience, working in environments ranging from healthcare and education to government, logistics, defence and social housing, but one factor remains consistent across all our projects. We always put people and communities first.

As part of VINCI SA, a world leader in concessions and construction, we work closely with our colleagues in Facilities Management and VINCI Construction, making us the **trusted experts** in conversion and refurbishment in the built environment. The nature of **Building Solutions** means we act as a specialist contractor, backed by the parent group – it gives us **extra strength** and resources to draw on without compromising on a familiarity and **focused approach** to **customer service**. Delivering **long-term value** is a key priority: seeking **efficient, cost-effective** and **quality solutions**.

Whether works take place in occupied or unoccupied premises, contemporary or historic buildings, our team is sensitive to **each project's needs**. From critical environments such as hospitals to modernisation programmes in listed buildings, we have the **skills to deliver projects on time and on budget**, with minimal disturbance. Our collaborative approach ensures that clients, contractors, suppliers and other stakeholders **work together** to achieve the best outcomes. Our safety record is second to none.

When working to improve people's homes, our trained liaison officers maintain **good communications** to plan works sensitively and ensure concerns are addressed in a prompt and friendly manner. We are always ready to contribute to schemes that **benefit the local community**, and we source from local suppliers wherever possible. We are committed to **sustainability** and practices that reduce the impact of our works on the environment.

Our experience, skills and **people-centred approach** are, we believe, the reason why customers including the Ministry of Justice, Metropolitan Police, Parliamentary Estate and London School of Economics, numerous hospitals, universities and housing providers trust us to handle their **refurbishment, design and build, restoration and fit-out needs**. We provide our services across eight key sectors, including examples of the **value** we have added to a variety of projects.

TO FIND OUT MORE, PLEASE CONTACT US:

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VINCI Facilities Building Solutions has designed, built or refurbished over 40 university campuses and halls of residence, totalling more than £1 billion in value. From the construction of dynamic contemporary facilities to the restoration of heritage estates, we deliver projects that support and enrich the learning experience.

Where an institution remains operational during the works, our teams take care to minimise disturbance, scheduling tasks around timetables where possible. Clients are kept fully informed of progress, and incidents are dealt with swiftly and effectively.

Safety is a top priority, and where a brief presents a risk we will always seek a safer alternative. When the refurbishment of the St Clement's building at the LSE called for the installation of a steel balustrade and handrail, we saw that the associated welding posed a fire risk.

We proposed a cost-neutral glazed alternative that not only removed the need for welding, but also removed the need for ongoing repainting.

Underlining our customer-centred approach, our people are always ready to go above and beyond in their commitment to a project. For example, noticing that LSE's in-house children's nursery was looking tired and outdated, 10 of our staff volunteered their time to carry out a two-day refurbishment, transforming it into a vibrant and modern facility.

LONDON SCHOOL OF ECONOMICS (LSE)

Many of the venerable buildings owned by the LSE date back to the late 19th century when the university was founded. When we took on the task of maintaining and expanding the estate, we drew on all our experience to preserve the unique character of the historic and listed buildings.



tinyurl.com/Tjasvmvx



LYCÉE FRANÇAIS CHARLES DE GAULLE

This prestigious school in South Kensington presents an elegant face to the world, but maintaining its pristine exterior is not without its challenges. When we were tasked with refurbishing the façade, it was discovered that around 16 tonnes of lead paint needed to be removed. We used a technique called poultice stripping to eliminate the paint without creating airborne particles that might have posed a safety hazard.



tinyurl.com/uwzchh6u



People
are at the
centre of our
service-led culture



Customer
satisfaction 10/10



HEALTHCARE

Healthcare is one of the most successful sectors in which we work, where we have extensive experience of delivering construction and refurbishment projects that support the UK's vital health services.

Many healthcare projects take place within tight budgets and timescales, often in safety-critical environments. Saving costs and seeking efficiencies without compromising quality is essential to a successful outcome and requires close collaboration with the client and suppliers as well as a willingness to challenge the brief.

When we were tasked with refurbishing the Ambulatory Care department at Queen Elizabeth Hospital (QEH) in London, for example, substantial savings were achieved in part through value-engineering the M&E and fabric specifications. Offsite manufacturing helped to speed delivery and reduce noise and dust on the premises.

Working in live health environments means we always seek ways to minimise the impact of our works. When a new internal facility was constructed for the QEH's Endoscopy department, the team made ingenious use of an underground service tunnel to create an access route for materials and waste. This avoided disruptive operations within the hospital as well as saving the cost of expensive scaffolding and cranes.

Our clients often benefit from the facilities management expertise of our sister company, VINCI Facilities. As part of the Government's 'Winter Pressures' initiative, Building Solutions and VINCI Facilities worked together to improve the efficiency of the QEH A&E department in readiness for winter. With a strict timeframe of just 18 weeks, our combined teams rapidly mobilised and worked 24/7 via rotating eight-hour shifts to ensure the project was completed on time.

Finally, understanding the needs of the people who will be using a new or refurbished facility is central to our project design. When we transformed a 25-year-old Cardiff building into a specialist care facility for people living with dementia, our team created a soothing, homely environment that addressed the sensory, cognitive and physical constraints of the condition.

People are always at the centre of our service-led culture, which is demonstrated by the willingness of staff to donate their services where they can help. At QEH, for example, the team volunteered their time to redecorate the children's ward, including the purchase of new toys.

QUEEN ELIZABETH HOSPITAL, LONDON

We have established a close working partnership with QEH, which has enabled the successful delivery of numerous projects. An active safety culture has resulted in zero accidents and environmental incidents, while a focus on value engineering and close collaboration with the client and design teams has delivered significant efficiencies and savings.



tinyurl.com/ppf5hs3y



KING'S COLLEGE HOSPITAL, LONDON

The new modular outpatient facility planned for King's College Hospital was essential to the expansion of the emergency department. We had the task of preparing the site and managing the installation process, suggested various improvements to reduce the impact of the works and save money. For example, the team adjusted the design of the drainage system to enable

pipes to pass around the building rather than beneath it, ensuring reliable access in the future. A rigorous logistics strategy enabled the project to be delivered with minimal disturbance to the hospital, which remained operational throughout the works.



tinyurl.com/2xzw9pz7



24/7 working to
ensure completion
on time

Customer
Focussed



People

are at the centre of our
service-led culture

The VINCI Facilities Building Solutions team undertakes a wide range of capital commercial projects, from new-builds to refurbishments, expansions and conversions of existing buildings. Much of our work centres on complex, high-specification fit-outs using the latest digital technology, technical expertise and innovative design. We are also experienced in logistics – the design and build of consolidation hubs, depots and other facilities for the movement of goods and transition of vehicles.

Work culture is evolving at an ever-increasing pace, bringing with it new working practices, changes in society behaviour and pressures on space. Many workplaces based on traditional designs and layouts are no longer fit for purpose, unable to support the changing needs of the modern workforce. We provide high-quality refurbishments and fit outs that can transform a tired building into a dynamic contemporary workspace or in some instances, create them from scratch.

We are experienced in all types of commercial and office environment, including heritage buildings that require special care and ingenuity to get the work done without harm to historic features. Our services include Cat A and B fit-outs, design and build, MEPH (mechanical, electrical and public health) engineering, environmental consultancy and BMS upgrades, all supported by BIM and digital technology.

We routinely use value engineering to identify cost savings and efficiencies, often enabling us to deliver high-quality outcomes for the cost of a low-budget fit-out, quickly and efficiently. For example, we were able to save around £500,000 for Openreach on our refurbishment of its Judd Street office without compromising quality.

The same approach is applied to logistics centres – lorry parks, delivery and consolidation hubs – where our designers, engineers and specialist subcontractors have all the skills needed to deliver facilities that are safe and efficient, with minimal impact on local roads and communities.



OPENREACH, JUDD STREET



tinyurl.com/4a4phnps

Openreach's London HQ started life as a 1920s telephone exchange, but its décor had become tired and its use of space inefficient. The challenge for our team was to modernise the interior and increase the usable floor space by 45 per cent while preserving original features such as ironmongery, doors, fireplaces and floor tiles.

INSTITUTION OF CIVIL ENGINEERS (ICE)

The global HQ building of ICE occupies a prime, highly visible position in Westminster, which added to the difficulties of carrying out a major internal and external modernisation programme. Faced with an extremely tight timescale, and the restrictions of a congested city-centre location, we found innovative ways to speed delivery – including the construction of a vast scaffold gantry capable of containing all materials, equipment and waste.



tinyurl.com/t7u6yhb9



LOGISTICS

We have delivered several lorry parks and delivery depots for clients ranging from government departments to commercial parcel distributors. These multidisciplinary projects required a broad range of skills ranging from civil, mechanical and electrical engineering to traffic management and logistical support. Some are on a huge scale – one facility needed the capacity to process up to 1,000 lorries a day.

Success depended on features such as access and exit points that avoided disruption to local roads, efficient layouts with 'swim lanes' to manage vehicle circulation, traffic calming measures, and suitably reinforced loading docks. Supporting infrastructure had to be integrated into the designs, including lighting, generators, power for refrigerated vehicles, CCTV, drainage and extractors for exhaust fumes, as well as physical safety features such as crash barriers, wheel stops and so on.

On projects where the facility needed to remain operational during construction, we provided logistical support including phased working, temporary traffic management schemes, backup generators and, in one case, a plan to divert vehicles to other sites.

SECURE ESTABLISHMENTS

Secure establishments, such as court buildings, prisons and police stations, bring their own set of challenges. VINCI Facilities Building Solutions is a trusted partner of clients across the UK within the government, defence and security sectors, providing bespoke solutions that meet the special requirements of secure sites and institutions.

Works often take place within heritage buildings, adding an extra layer of complexity. Budgets are almost always tight, requiring creative approaches to save money, and safety and security issues are crucial. Equally our team has proved itself capable of delivering facilities from scratch at short notice, working to demanding schedules discreetly and efficiently. Many of the facilities are high risk and involve potentially volatile live working environments, such as armouries, firing ranges, custody suites, canine/equestrian facilities, and airside operations at airports.

Our reputation and track record have won us a place on several Ministry of Justice (MoJ) frameworks, where our expertise and carefully selected supply chain have been instrumental in winning many competitive tenders. To ensure value for the MoJ, all overheads and profits are fixed for the duration of the contract. A 'pain or gain' mechanism sees any pains stay with us, while any gains are shared equally between both parties..



CARDIFF CROWN COURT

Over 200 windows and casements within the Grade I listed building had to be refurbished in a safe and efficient manner that kept costs to a minimum. Our team found several ways to meet the brief, such as refurbishing around 60 per cent of the windowsills' timber joists instead of replacing them. A bespoke crane was developed to safely remove the heavy wrought iron casements from the deep stone reveals and working at height was minimised through the use of drones, which identified that some windows could be accessed and refurbished from the building's interior.



tinyurl.com/z3yp7ct7

MOJ FRAMEWORKS

The MoJ has a vast estate of around 2,000 buildings, all with their own maintenance and upgrade needs. We work across four frameworks to bid for design and build projects, including upgrades to plant rooms, boilers and M&E facilities as well as installation of surveillance equipment and high-security gates and windows. The team has developed a rapid mobilisation process that allows a new project to commence within 12-16 weeks of initiation. So far all our projects have been delivered on time and on budget.



tinyurl.com/yvd4DMsz



METROPOLITAN POLICE FRAMEWORK

We compete to win contracts to refurbish and improve the Met Police's estate of around 300 properties. Safety is an overriding priority in many police environments, and we minimise risk by working with a streamlined chain of highly trusted contractors. We invest heavily in security and compliance courses and create detailed risk management strategies. So far we have won around 30 per cent of all tendered projects.



tinyurl.com/3rc9a9bf

VINCI has supported the defence sector across Europe for over 70 years, delivering maintenance and repair, project management and refurbishment services to both operational and support facilities. In the UK, VINCI Facilities Building Solutions works collaboratively with military clients and a specialist supply chain to deliver a variety of defence-related projects.

The defence sector requires reliable partners who understand the need for confidentiality and discretion. We benefit from the VINCI Group's experience and reputation established over decades of work with military clients. We bring our creative, challenging approach to all defence-related projects, which also benefit from the expertise of our trusted supply chain.

VINCI St Modwen, for example (a joint venture between property company St Modwen and VINCI plc) has been working with the Ministry of Defence (MoD) on a complex programme to consolidate the military estate in London, moving units from dilapidated facilities into new fit-for-purpose infrastructure. This has provided valuable insights into the MoD's needs and ways of working.

VINCI Facilities Building Solutions won the contract to carry out a major refurbishment of the Grade II listed Royal Engineers Museum in the Ravelin building, Chatham, partly because of VINCI's longstanding relationship with the Royal School of Military Engineering (RSME). The project showcased several of our strengths, including our willingness to challenge a brief where we know we can add value. For example, we revised the client's design of a temporary roof, producing a more watertight solution that reduced the load on the building by 15 per cent among other improvements.

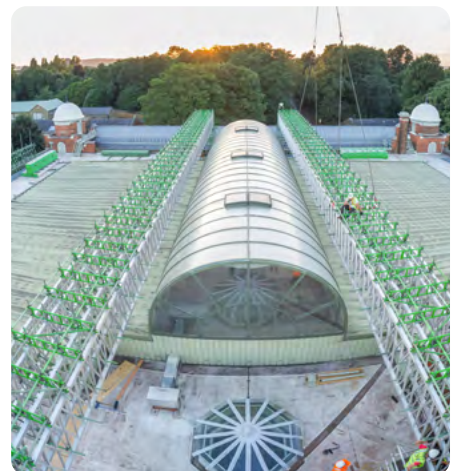
We successfully managed a 15-strong team of subcontractors, all requiring MoD security clearance, to deliver the project on time. As a result the highly satisfied client appointed us to deliver additional works across its various sites.

HANGAR 10, CAMBRIDGE INTERNATIONAL AIRPORT

Marshall Aerospace and Defence Group, an aircraft maintenance, modification and design company based at Cambridge Airport, tasked us with transforming a 1950s hangar into a modern, fit-for-purpose facility. The key priority was speed, in order to allow the hangar to become available for use by the client's key customers. The team succeeded in mobilising within a single week, largely due to a behaviour-driven 'works management methodology' which engaged the entire supply chain in the shared objective of maximising productivity.



tinyurl.com/5dazkb4c



13% cost savings by collaborating with our supply chain partners to source the most cost-effective materials.

70 years supporting the defence sector across Europe



Maximising productivity

Reliable partners

who understand your needs



GOVERNMENT

VINCI Facilities Building Solutions has worked with central and local government for many years, developing strong working relationships with clients that range from the Parliamentary Estate and HM Revenue and Customs to the Metropolitan Police and numerous local councils.

In particular we are experienced in providing integrated estate management services, combining with VINCI Facilities to meet all capital works, maintenance and facilities needs. Working collaboratively with our customers, we can deliver an effective balanced service, with informed capital works investment going hand in hand with planned and reactive maintenance and asset management.

Our exceptional safety record, streamlined management of trusted contractors and ability to adapt to diverse environments have won us a place on several government frameworks, including the Metropolitan Police, where the criteria to join are rigorous. We are a trusted partner for the Ministry of Justice (MoJ), working across four frameworks to help keep the huge estate running.

We have long experience of working with historic buildings, refurbishing and modernising exteriors and interiors while respecting conservation issues. This has served us well in projects for clients such as the MoJ and Parliamentary Estate, with their extensive portfolios of listed buildings.

Finally, we specialise in building enduring partnerships with local councils, particularly in delivering improved homes for residents. Our proactive, flexible teams are trained to maintain good relationships with clients and residents, responding quickly to the issues that threaten the comfort or safety of tenants.

PARLIAMENTARY ESTATE: OLD PALACE YARD

The Grade II-listed Old Palace Yard in Westminster is a typical government heritage building – a gracious 266-year-old mansion that needed refurbishment to improve running costs, energy efficiency and accessibility. Carrying out the works without damaging the historic fabric required a flexible approach to challenges such as the discovery that the lath and plaster ceilings were about to fall down. Our team promptly came up with a like-for-like solution that replaced the ceilings without compromising conservation requirements.



BIRMINGHAM AIRPORT: INLAND BORDER FACILITY

The Birmingham Airport Inland Border Facility is one example of the facilities set up by the HMRC to limit delays at UK borders following the exit from the EU. Working seven days a week to a tight time frame to at Birmingham Airport our team used prefabricated building systems to fast-track construction of facility capable of handling customs checks on almost 200 HGVs.



tinyurl.com/9tc3hbeb



For the VINCI Facilities Building Solutions team, leisure might mean anything from the exhibition centre at Sutton Hoo (featured in the movie, *The Dig*) to the sensitive refurbishment of the Japanese Galleries at the British Museum.

Our people have repaired fragile roofs of listed buildings housing valuable exhibits and restored ageing plasterwork. In every aspect of our work we focus not just on what the customers demand in the brief, but also the craft required to deliver an outstanding finish.

Working in the leisure sector often means operating within tight budgets and timescales.

We always seek opportunities to reduce costs and introduce efficiencies. On the Japanese Galleries project, for example, we

achieved a 13 per cent saving by collaborating with our supply chain partners to source the most cost-effective materials, refurbishing rather than replacing materials where possible.

Where buildings remain open during works, our teams are adept at managing schedules to minimise the impact of their presence and avoid interruptions to the operation of the facility. On projects involving high-value artefacts, we take particular care to carry out background checks on all our personnel and ensure they undergo a specialist induction in the museum's security requirements.

JAPANESE GALLERIES, BRITISH MUSEUM

The Japanese Galleries showcase a superb collection of Japanese art and artefacts from prehistoric times to the present. We helped to enhance the visitor experience by installing new lighting systems, refurbishing a traditional Chashitsu tea house structure, carrying out French polishing and repairing specialist polished plaster. The team provided further value by conducting minor refurbishment works to the neighbouring Egyptian gallery at no additional cost.



tinyurl.com/xazxb2xe



13% cost savings
by collaborating with
our supply chain
partners to source
the most cost-effective materials.



**Expertise, knowledge
& care** with historic
and valued items

Customer
Focussed



RESIDENTIAL

VINCI Facilities Building Solutions has over 80 years of experience in the social housing sector. We have built strong collaborative relationships with local councils and housing organisations around the UK, all of whom trust us with the repair, maintenance and refurbishment of their housing stock.

Our longstanding partners include Camden and Islington councils in London, Sandwell Council in the west Midlands, and housing providers Peabody, One Housing and Sanctuary Housing. There are many reasons why bodies like these retain our services and appoint us to their property frameworks year after year.

First and foremost is our understanding of residents' needs and respect for their privacy and comfort while works are underway. Our dedicated resident liaison officers ensure people are kept informed and engaged, and that issues of concern are addressed promptly. Safety is a top priority on our sites, and we are proud that our record to date includes zero lost time injury (LTI) and reportable incidents.

We are committed to the communities we serve. Each year we contribute more than £16 million of real social value measured in line with Social Value UK principles. In the Peabody estates alone we have invested over £336,000 in community programmes, and almost £3.5 million across our Sandwell projects. Peabody has recognised our efforts with awards for community engagement

and outstanding tenant engagement. We do our best to employ local suppliers as well as protect the environment – at least 97 per cent of our building waste is recycled.

Equally important is our commitment to quality and value. We build mutual trust by ensuring financial transparency on all our contracts and collaborate with clients and suppliers to implement best practice procurement. We are always ready to suggest improvements where beneficial to the client. For example, when roof works were required at Peabody's Lomond Grove estate, the team challenged the need for scaffolding, instead suggesting an edge protection solution that shaved 12 weeks off the programme and delivered cost savings of £16,000.

Our clients can be assured we will remain customer-focused and committed to continuous improvement. Our investment in the latest digital technologies ensures we are able to offer the most efficient service – for example, we have issued all our staff with tablets utilising Microsoft's Power BI software, enabling them to analyse their performance in real time.

PEABODY

Our 30-strong team is modernising Peabody's estate of around 26,000 residential properties as part of its Quality Homes programme. The work is being carried out while the homes are occupied, so we have appointed dedicated liaison officers to keep residents informed and involved. As part of our ongoing commitment to social value, we have invested in an award-winning early-years literacy programme for local families.



tinyurl.com/y2z38f48



SANDWELL METROPOLITAN BOROUGH COUNCIL

We have worked with Sandwell Council in the west Midlands for 15 years to make council-owned properties warmer, safer and more visually appealing. The works are small in themselves but add enormously to residents' security and comfort, such as replacement of windows, void works and installation of aids and adaptations for those who need them.



tinyurl.com/ayrcfysp



LONDON BOROUGH OF CAMDEN

As a trusted member of London Borough of Camden's Property Works framework, our specialist team is always ready for the unexpected. For example, when two tower blocks unexpectedly received fire notices for failing to meet requirements, the team revised the schedule of works to prioritise the two buildings – making them safe and compliant within just two months.



tinyurl.com/4cxebkmv

£16,000
cost savings
for Peabody's Lomond
Grove estate



committed to

**Continuous
Improvement**

**Customer
Focussed**



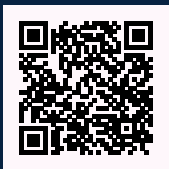
**Building
solutions** together



97%





building waste is
recycled



BUILDING SOLUTIONS



TO FIND OUT MORE, PLEASE CONTACT US:

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