



Cancer Research UK (CRUK)

With a vast estate encompassing high street stores, retail park superstores, offices, warehouses and residential properties, CRUK required a trusted contractor able to provide an integrated FM service to more than 600 properties.

The solution

VINCI Facilities secured the £2m p.a. contract thanks to its strong track record of success delivering similar works to retailers such as Carphone Warehouse and Smyths.

Now more than seven years into the relationship, VINCI Facilities' performance continues to go from strength to strength due to the following key focus areas:

Rapid responses

VINCI Facilities' team are able to rapidly respond to unforeseen maintenance challenges. For example, when a car crashed through CRUK's Bellshill store in Scotland, VINCI Facilities' management team were on site within two hours and swiftly arranged for the building to be made safe.

Health and safety

Due to the age of many of the properties, asbestos is a continual challenge, with it being present in c.50% of the estate. To minimise risk, VINCI Facilities provides asbestos awareness training for the entire supply chain and employs a specialist contractor to ensure the material is safely managed, contained or removed prior to works commencing on site.

Continuous improvement

Lean initiatives have been introduced to eliminate waste and create cost savings for the client. For example, VINCI Facilities' help desk are trained to advise CRUK's staff on how to conduct basic tasks in-house (e.g. fire alarm tests), in order to reduce the need for engineers to visit sites.

Minimising downtime

Recognising the vital revenue that the stores generate, VINCI Facilities ensures shop downtime is minimised by conducting disruptive works out of hours whenever possible, including evenings and weekends.

Trust and transparency

The contract is fully open book and incorporates a pain or gain performance and budget management mechanism to encourage strong operational and financial performance.

Volunteering

Keen to support the vital work that CRUK conducts, the contract team from VINCI Facilities spend more than 20 days each year volunteering in the stores, helping with key roles such as the preparation of stock and processing sales.

KEY RESULTS



Strong KPI results continually achieved.



Exemplary health and safety results, including zero lost time injuries.



Performance-based contract extension secured.

Customer satisfaction scores of 9/10 for areas including:



- » Relationship.
- » Management of H&S.
- » Documentation.
- » Collaboration.
- » IT Systems.
- » Commercial Support.

“VINCI Facilities has been a great steady pair of hands over the past six years. During that time, we’ve witnessed a significant improvement in FM delivery and the team have some great ideas for the future.”

Nigel Wighton, Retail Estates Manager, Cancer Research UK.

