



East Midlands Railway

Having secured the Midlands Main Line franchise, operator Abellio sought a trusted partner able to provide a Total Facilities Management solution for its East Midlands Railway operation.

The solution

Following a direct negotiation process, Abellio awarded the contract to VINCI Facilities for a duration of five years, with a possible four-year extension, subject to strong performance.

VINCI Facilities is now responsible for maintaining c.22,500 assets across 90 stations and five office sites, with an additional 12 stations planned to come on board midway through year two.

80% of the services are delivered directly by VINCI Facilities' dedicated team of 115 people, with the remaining specialist services being provided by a network of 10 supply chain partners.

Now in its second year, VINCI Facilities continues to excel thanks to its commitment to delivering added value. To date, >£123k of added value activities have been conducted, creating a wealth of benefits for the client at no additional cost. Key examples include:

Sector-leading cleaning

At the outset of the project, VINCI Facilities' award-winning in-house cleaning team conducted a three-month cleaning exercise to raise the standard of cleanliness across the entire estate.

To mitigate the risk of COVID-19, VINCI Facilities has introduced additional daily cleans across key touch points, and has up-skilled its cleaning team, enabling them to provide specialist decontamination deep cleans. VINCI Facilities also helped EMR's on-train cleaning team to source environmentally-friendly cleaning products when supplies were restricted due to the pandemic.

Collaboration/communication

VINCI Facilities has expanded EMR's CAFM system to provide additional functionality. The enhancements include improvements to the reporting of remedial works, the integration of SFG20 information, major upgrades to the help desk module, and the creation of new and improved performance dashboards.

Flexibility

In order to ensure EMR's operations remain safe and operational, the team regularly step in to address issues that fall outside of the contracted scope of works. Examples include:

- » Delivering roof repair works at Loughborough station.
- » Addressing a flood in a customer underpass at Derby station.
- » Restoring power following an outage at Norwich station.

Knowledge sharing

To aid EMR with its internal training requirements, VINCI Facilities utilised its specialist centralised team to provide free guidance and advice on the complex topic of statutory compliance regulations (equivalent to c.£12k of consultancy).

Going the extra mile

Team members regularly go the extra mile to support EMR's customers, even intervening when a customer attempted to take their own life. This commitment has seen no fewer than four team members recognised at VINCI Facilities' divisional award scheme.

KEY RESULTS



Exceptional KPI scores:

- » 97% Overall Performance.
- » 96% Reactive Attendance.
- » 94% Reactive Completion.
- » 100% Statutory PPM.
- » 98% Non-Statutory PPM.
- » 95% Cleaning Audits.
- » 100% Contract Management.
- » 100% HSE.



Zero accidents or incidents.



More than £123k of added value activities delivered.

“Your team have, collectively and at every level, been outstanding during the COVID-19 pandemic, dealing with circumstances that no-one could have anticipated. They have certainly faced the challenges head on and delivered. It's been very impressive. Thank you.”

Bob Mercer, Procurement Lead, EMR.

