



# London Stadium

With an area covering 35,000sq.m across four floors and a seating capacity of 66,000, London Stadium required a team capable of managing this vast venue and rapidly transforming it to suit a diverse range of events, from concerts and athletics to rugby and football.

## The solution

The £3m p.a. Total Facilities Management contract was awarded to VINCI Facilities for a duration of 25 years, due to its track record of success working in fast-paced, reactive environments with strict deadlines.

## Continuous improvement

A strong commitment to continuous improvement has been crucial to the ongoing success of the contract. For example:

- » **Mobility:** To improve response times, VINCI Facilities has invested in a range of bikes for its engineers to use. Equipped with tool-kits, the bikes save c.60 minutes of time every day, while also promoting fitness.
- » **Reporting:** VINCI Facilities has enhanced its CAFM system to improve the level of reporting available for the client. The creation of additional dashboards on Power BI enables data to be logged for individual events (rather than overall performance), including pre and post-event checks, reactive works during the event, and any issues/complaints raised.
- » **Asset verification:** VINCI Facilities conducted a major asset verification and life cycle exercise to ensure an accurate overview of the stadium's assets, in turn enabling it to improve its planning and resourcing for the contract. This resulted in >36k assets being mapped to SFG20 standard.

- » **Cleaning:** The stadium features a range of luxury corporate hospitality areas. To ensure these areas meet the client's requirements, VINCI Facilities has moved away from its traditional sub-contracting approach and instead directly employs a dedicated cleaning team, each member of which has received BICS (British Institute of Cleaning Science) training to ensure a sector-leading standard of cleaning.

## Milestone achievements

An example of the contract's success can be seen in VINCI Facilities' successful delivery of the IAAF World Championships and the World Para Athletics Championships. These two back-to-back events saw 20 days of sporting action, with 3,300 athletes from around the globe competing – a scale only surpassed by the Olympics. With 1m+ visitors and live broadcasting across the globe, it was the highest-attended and most-watched IAAF World Championships in history, along with being the third-largest televised sporting event ever.

In order to manage the events, VINCI Facilities introduced 24/7 operations, increased its core team by 30% and doubled the size of its cleaning team.

Commenting on the events, stadium owner E2O Stadium said: "It was a great effort, with both events being clearly recognised by the exhibitors, athletes and spectators as the best ever!"

## KEY RESULTS



Strong performance against SLAs, including 98.8% of reactive work orders completed on time and 80% of all waste recycled.



Every event has been delivered on or under budget.



Zero VINCI Facilities-related accidents or incidents to date.



The site team were named Team of the Year at VINCI Facilities' company-wide annual award scheme.

**"VINCI Facilities' entire team – from management through to engineers, cleaners and the help desk – are always approachable, flexible and helpful. Their knowledge and input is always welcomed and has led to great successes, enhancing London Stadium's growing reputation as a world class venue."**

Graham Gilmore, CEO, London Stadium.

