



KEY ACHIEVEMENTS TO YEAR-END 2019



Cost savings of >£1m.



Zero lost time injuries and environmental incidents.



8% increase in jobs completed per day.

25% reduction in site downtime.



99% of Shell's retail staff are 'satisfied' or 'very satisfied'.



VINCI Facilities' app shortlisted in the IWFM Awards.



“VINCI Facilities’ unique Check In Check Out app enables our team to easily and effectively monitor performance and adhere to compliance. This simply wouldn’t have been possible without VINCI’s involvement.”

Richard Parkinson, FM Contract Manager, Shell.

Shell

The world-leading fuel retailer, Shell, required a sector-leading FM provider that could provide transparency of costs and a commitment to creating ongoing efficiencies through the use of innovative technologies.

The Solution

July 2018 saw VINCI Facilities secure a £60m contract to deliver hard FM for Shell’s 562 service stations across the UK, with an open book approach ensuring full visibility of costs.

The following initiatives have proven vital to the contract’s ongoing success:

Rapid mobilisation

VINCI Facilities began by TUPE transferring the majority of personnel from Shell’s previous FM provider to create a 84-strong contract team. This helped to ensure a swift mobilisation process, safeguard jobs and deliver a consistent service level.

Digital technologies

To maximise efficiency, VINCI Facilities developed a bespoke Check In Check Out app, which enables engineers and supply chain personnel to digitally check in/out at Shell’s facilities via store tablets. Engineers’ accreditations, qualifications and credentials are instantly viewable for verification by Shell’s retail team, while integration with VINCI Facilities’ CAFM system ensures data is delivered in real-time.

In addition, the contract utilises MYMI – VINCI Facilities’ bespoke reporting and analytics platform. This unique system provides a holistic high-level dashboard, enabling both parties to gain a real-time view of the contract’s performance and to identify opportunities for lean initiatives.

Continuous improvement

Initiatives designed to ensure continuous improvement include:

- » The adoption of a fair ‘pain/gain’ mechanism, driving performance against KPIs. To date, VINCI Facilities has continually performed above its baseline requirements.
- » The engineering resource has been regionalised and consolidated in order to drive efficiencies.
- » A SPRINT (Strategic Performance in Near Time) dashboard enables the productivity of engineers to be monitored and benchmarked.
- » To maximise efficiency, the scope of works has been consolidated by 30%, predominantly by training Shell’s team to conduct basic tasks (e.g. fire alarm tests) in-house.
- » Capital expenditure projects have been identified to reduce ongoing maintenance costs.
- » Digital platforms (e.g. MYMI) have been introduced to automate processes and report creation.