



Smyths Toys

Smyths Toys needed an FM provider to step in and deliver a maintenance solution to its estate at short notice. VINCI Facilities rapidly mobilised a solution that has grown collaboratively to support Smyths Toys' expansion plans across the UK and Ireland.

The solution

The contract was awarded to VINCI Facilities, in recognition of the company's flexible and collaborative approach.

Since the partnership commenced more than eight years ago, Smyths Toys has doubled the size of its business, with its stores increasing from 65 at the start of the contract to 129 currently, along with two distribution centres.

VINCI Facilities has continued to be Smyths Toys' partner of choice throughout multiple iterations of tender processes, and has helped to drive improved standards throughout the retailer's stores and logistical operations. Key areas of support include:

Lean initiatives

The contract's management team have received formal Lean practitioner training, empowering them to identify ways of eliminating waste and improving efficiency. For example:

- » Equipment and parts have been standardised to create price efficiencies and improve the availability of stock.
- » To improve the quality of work order descriptions, training has been rolled out that is specific to Smyths Toys' operational requirements. This has, in turn, created cost savings by preventing unnecessary call-out charges and enabling similar tasks to be grouped together.
- » A maintenance routine has been introduced whereby a technician visits each site for a day to proactively conduct minor repairs that will in turn prevent major issues from occurring in the future.

Compliance

VINCI Facilities manages and reports on all compliance activity, ensuring high standards across Smyths Toys' sites. This is complemented by the use of transparent management information and digital record keeping.

Energy and water management

Utilising VINCI Facilities' in-house expertise, significant improvements in energy performance have been achieved across numerous stores via a collaborative gain share model.

Focusing on zero-cost actions, such as energy awareness and optimising control of plant/systems, the VINCI Energy and Water Management (EWM) team audited sites and continually collected energy consumption data via VINCI Facilities' Bureau to provide ongoing monitoring, analysis and recommendations, which enabled an average of >5% energy saving across multiple stores.

VINCI Facilities' in-depth understanding of Smyths Toys' portfolio, coupled with its extensive energy and water management expertise, also provides additional benefits to the client, including:

- » VINCI Facilities' qualified and experienced team delivered Energy Savings Opportunity Scheme (ESOS) compliance for Smyths Toys in phases 1 and 2, along with ensuring compliance in Ireland under the equivalent EAS scheme. The ESOS and EAS assessments highlighted a variety of achievable energy savings potential across the estate.
- » EWM tendered and arranged the water contract for all of Smyths Toys' sites across England and Scotland, saving an average of 7.5% across both countries.

Supply chain management

Although VINCI Facilities self-delivers more than 50% of the works, it also manages a network of c.30 supply chain partners. It has supported many of Smyths Toys' nominated suppliers by running training workshops and helping them to develop internal auditing procedures, which has in turn enabled them to secure Constructionline accreditation for the first time.

KEY RESULTS



Due to improved PPM, reactive work orders have reduced by 47% since the contract started, despite the number of stores increasing by 98%.



Eight years without a reportable incident.

Exceptional customer satisfaction scores, including 10/10 for the following areas:



- » Technical Knowledge.
- » Clear and Honest Reporting.
- » Professionalism.
- » Ability to Reduce Costs.
- » Innovation.
- » Reliability.
- » Collaboration.

"The level of customer service and the quality of the people within VINCI Facilities are second to none. The team are very customer focused and truly understand our business, resulting in strong performance across the board."

Stephen McGivern, Head of FM, Smyths Toys.

