



Veolia

When waste, water and energy management specialist Veolia constructed a new regional office in Staffordshire, it required a trusted partner able to deliver hard and soft FM solutions for the new site.

The solution

The £600k p.a contract was awarded to VINCI Facilities, due to the firm's strong performance in a competitive tender process.

Now nearly a decade into the partnership, VINCI Facilities continues to excel, due to the following key focus areas:

Trust and transparency

To maximise trust and transparency, VINCI Facilities provides Veolia with full visibility of all its overheads and profit margins. In addition, digital solutions such as V-Nexus and Microsoft PowerBI are utilised to provide real-time performance data.

Flexibility

VINCI Facilities ensures an exceptional service by employing a 11-strong team to deliver the works. The size and flexible nature of this team enables them to respond rapidly to any unexpected challenges. An example can be seen when the plant room experienced a technical fault. Despite it occurring at a weekend, VINCI Facilities successfully identified the issue and had the system back up and running within just five hours.

On another occasion, VINCI Facilities responded at short notice to assist with remedial FM works at Veolia's London head office. This saw the team arrive at the London site within 24 hours of receiving the request.

Continuous improvement

The overriding focus of the contract is to deliver added value via service improvements and cost reductions. Examples of recent initiatives include:

- » Installing localised air conditioning to the gym in order to minimise demand on the building's chiller system. This both improved the level of control while creating savings of c.£7.2k per annum.
- » Providing first aid, fire marshal and evacuation chair training to 20 of Veolia's workforce, in turn easing the pressure on Veolia's managerial team.
- » Installing additional CCTV provisions to the car park, in turn enabling Veolia to rent the car park out as a secure facility at evenings and weekends. This is creating a revenue of £32k per year.
- » Rewarding team members for going the extra mile with awards and financial bonuses. This has seen numerous team members receive awards at VINCI Facilities' company-wide in-house scheme.
- » Delivering VINCI Facilities in-house 'Think Again' training programme to the entire FM team in order to strengthen behavioural safety standards.



KEY RESULTS



>92.6% of works completed on time.



>91.4% of calls answered on time.



Results of >93% in all cleaning audits.



Cost savings of >£84,000.



Zero health and safety incidents.

"VINCI Facilities are experts in their field. They demonstrate a 'can do' attitude and a proactive drive to improve our facilities. Our relationship and the results achieved continue to go from strength to strength."

Clodagh Gallagher, Category Manager Corporate Services, Veolia.

