



Welsh Government: Soft Services

The Welsh Government required a trusted FM partner able to provide soft services to 23 government buildings across Wales, which collectively serve more than 5,000 staff.

The solution

Building on a relationship that spans more than a decade, the £4.65m p.a. contract was awarded to VINCI Facilities.

Now three years into the contract, VINCI Facilities' performance continues to go from strength to strength due to the following focus areas:

Maximising standards

This contract sees VINCI Facilities directly employ c.200 staff, enabling it to self-deliver 90% of the works. Staff are trained to be multi-skilled, enabling VINCI Facilities to rapidly adapt to the evolving needs of the contract by deploying team members to the appropriate roles as necessary.

To drive continuous improvement, all of VINCI Facilities' managers have attended Lean workshops and run Lean toolbox talks with the wider team. In addition, awards are issued to recognise staff who propose effective Lean initiatives.

The commitment to Lean initiatives has resulted in major service improvements. For example, in a first for VINCI Facilities, it led to the introduction of cordless back-pack vacuum cleaners, which has transformed the flexibility and speed of cleaning services.

Corporate Social Responsibility

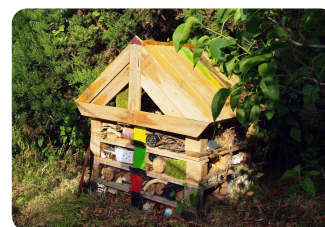
In line with the needs of the client, a relentless focus is placed on ensuring an exemplary commitment to CSR. Key achievements in this area include:

Minimising waste: Use of plastic has been reduced to a minimum, with plastic cups, straws, bottles and cutlery having been replaced with more sustainable alternatives. In addition, up to 90% of waste is successfully recycled.

Minimising use of chemicals: In a first for VINCI Facilities, the contract utilises sterilised ozonated water for cleaning, in turn removing the need to use chemicals.

Supporting worthy causes: The contract team runs various fundraising events that raise thousands of pounds for local charities each year. Additionally, they take the lead on numerous initiatives designed to support local community groups, such as a current project to construct a new youth centre in Abergele.

Nurturing biodiversity: VINCI Facilities installs and manages habitats for wildlife across the client's sites. This has seen the introduction of apiaries, wild flowers, trees and boxes for bees, bats, hedgehogs, birds and insects. So strong is the commitment that VINCI Facilities and the Welsh Government received the BIG Challenge Award for Pollinator of the Year.



KEY RESULTS



Continually achieving an overall KPI score of >95%.



Zero lost time injuries and environmental incidents.



Team engagement has increased to 83%.



Customer satisfaction is at a record high, having improved by 10 percentage points year-on-year.



Received the Golden Service Award for Best Cleaned Premise.

"VINCI Facilities provide a high-quality, professional service that's responsive and adaptable. Their commitment to staff development and service improvement are matched by a 'can do' approach and strong results against KPI targets. We are very satisfied with their performance."

Client representative, Welsh Government.

