



# OUR DISCLOSURE REPORT 2021

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# Welcome

VINCI Facilities continued to lead the facilities management and building solutions industry in 2021, highlighted by our success across a number of accreditation and awards over the year. Operating as a responsible business, listening to stakeholders and creating a positive impact through our activities remains crucial to our success both as a company and as a national presence in the built environment. Our strong social value commitment and performance is part of the **reason we retained our top position in the Sustainable Facilities Management Index for the second consecutive year.**

As ever the health and safety of our people and stakeholders remained a top priority for VINCI Facilities in 2021. Though our Lost Time Accident Frequency Rate increased at the beginning of the year, with a renewed focus on training and engagement with our teams, we saw a significant improvement by our end of year results. During 2021 we achieved the **ROSPA Gold Standard for the 11th consecutive year** and successfully transitioned to **ISO45001** from OHAS 18001, a further testament to our continued focus and improvement on health and safety.

Wellbeing has never been more at the forefront of our business responsibility. To ensure the continued support of our teams we launched our wellbeing strategy **Recalibrate** this year. Our aim to be industry-leading in our culture of wellbeing is central in our vision, and providing our teams both the opportunity and the tools, through training and a network of over 70 wellbeing ambassadors, we remain committed to driving positive change for our people.

This year we engaged a new provider for both our recruitment and our

employee engagement. This strengthened our drive for continuous improvement and supported additional development of certified bespoke training. These changes will continue to support us in attracting and retaining the best diverse talent for our teams, improve engagement by digging deeper into what motivates and impacts our teams, and provide our people with the skills they need to be at their best. We continued to embed our environmental and sustainability activities with the launch of our **Environmental Impact Reduction Roadmap** which provides a detailed and clear map forward for teams, our projects, suppliers and our business as a whole. Built on a robust understanding of our current energy, materials and wider environmental impact this roadmap tracks the next steps of our journey to reducing our impact and ambition to net zero.

2021 was the first year of the UK Government's Social Value Model which has changed the way public money is spent. Social value has always been part of the operation of VINCI Facilities in creating positive impacts for all our stakeholders, **delivering over £220m in social value** in being a founding partner of the Social Partnership Portal.

As one of our critical stakeholders, particularly in relation to delivery, our **supplier satisfaction score increased last year to 88%**, a fantastic achievement in 2021, exceeding our targets. This was celebrated at our annual Supply Chain Awards. With a 30% increase in supply chain spend this year we had a challenging backdrop against which our partnership approach was demonstrated to be the strong foundation facilitating collaboration and success in our operations.

As the world found its way out of the pandemic we continued to delight

our customers with a **satisfaction score of over 90%**. Our success in securing a flagship contract with the Ministry of Defence, alongside our ongoing success with long-term repeat customers across the country is more evidence of our commitment to delivering excellence. Our efforts and recognition from our key stakeholders continue to demonstrate our sustained perseverance to achieve our vision and deliver responsible management of the built environment. I am very proud that our business and teams forge forward to meet new challenges with integrity and commitment to business responsibility.



A handwritten signature in black ink, appearing to read 'Tony Raikes'.

**Tony Raikes**  
Managing Director, VINCI Facilities



**SFMI Platinum Award  
2021**

# Health & Safety

2021 was a difficult year for all, COVID continued to be an issue and required a flexible approach and rapid response to changing legislation and guidance. Our teams continued to operate safely, delivering excellence whilst ensuring that our COVID protocols were effective. Though we did see an upturn in our accident frequency this improved by year end with a range of targeted interventions including training and senior management visibility.

## Wellbeing

In 2020 it became clear that wellbeing was a particular focus for our people, not only those who were now working from home but also our site-based teams that had worked throughout the pandemic. We listened to our team and developed and launched our long-term **Wellbeing Strategy**, with our aim to be a recognised industry-leading culture of wellbeing by 2024. Alongside we launched our **Wellbeing Ambassadors programme** where over 70 of our people volunteered, received training and now embed health and wellbeing across our operations.



## Progress

Our Lost Time Accident Frequency Rate increased in 2021, this was expected and in line with national trends where rates increased as more people returned to work. We collaborated with our teams to understand the cause and collaborate on solutions. We refocused on our behavioral change programme, **THINK AGAIN**, and trained >96% of our people across 2021 in the personal behaviours that directly influence health & safety. We introduced **IOSH Managing Safely** as a mandatory course for all managers and supervisors, were recognised by IOSH as a Licensed Training Centre and now deliver this course in-house. These collective efforts have resulted in a significant reduction in incidents in the latter part of 2021 and our **Lost Time Injury** trend line dropped from **1.16 (incidents per 100,000 hours worked)** in January 2021 to **0.99** at year end, this equates to a **15% improvement** in very difficult circumstances.

## Achievements

We retained the ROSPA Presidents Award for achieving the **ROSPA Gold Standard for 11 consecutive years**. This recognition from the UK's leading accident prevention association is again testament to the hard work of our teams and the effectiveness of our health & safety management systems. In addition, we successfully transitioned to **ISO 45001 certification**, formal recognition of the robustness and effectiveness of our health & safety management system.



ROSPA GOLD STANDARD  
FOR 11 CONSECUTIVE YEAR



TRAINING RATE

96%

OF TEAM TRAINED IN  
THINK AGAIN



POSITIVE INTERVENTIONS

3093



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# Health & Safety

## A Proactive Approach to Safety

The site team took the initiative after a number of recent high potential events occurred across the industry where materials were dropped during scaffold erection, on one occasion, a board entered a live roadway outside the exclusion zone. Even though the incident did not occur on a VINCI Facilities site, the VINCI Facilities Team arranged for an Independent Scaffold Inspector to demonstrate the correct method of securing loads to the Scaffolding Contractor and made a video of the demonstration to be used to educate people across our business. This is a brilliant example of safety leadership and practical hazard mitigation where health and safety really is our number one priority.



## Golden Thread

Our site team showed excellent application of the ‘hierarchy of control’ which is a golden thread throughout our Mandatory Safety Standards and in doing so significantly reduced the potential for harm and disruption. Incidents involving acetylene attract widespread press attention due to the 200m exclusion zone that can be in place for 24 hours and can result in reputational damage, in this case the site was next to Gatwick Airport and the main Royal Mail Sorting Office, so the potential for significant disruption was high. Our team applied the hierarchy of control and eliminated the need to use acetylene as well as revising the work method and eliminated manual handling and in doing so actually reduced the programme by a number of weeks, delighting the client.



# Our Team

2021 began in a full lockdown, and despite another challenging year, our people performed exceptionally well. The Human Resources and Wellbeing teams continued to be at the centre of our business’s rapid response to COVID-19 and continued to play pivotal role along with our team leaders and supervisors to ensure our people were safe, engaged and productive.

## Progress For Our People

We had an increase in promotions in 2021 to **113 promotions** (5.3% of our people) sending a positive message of VINCI Facilities as a place to work. We also introduced a new recruitment model **Omni Recruitment Solutions** to enhance the recruitment of a talented, diverse team and provide a positive recruitment experience. This partnership



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GOOD HEALTH AND WELL-BEING

4

QUALITY EDUCATION

5

GENDER EQUALITY

8

DECENT WORK AND ECONOMIC GROWTH

10

REDUCED INEQUALITIES

has been hugely successful, shortening recruitment periods and delivering business wide efficiencies, improving the diversity of our team and providing an improved candidates resourcing experience.

We launched a number of training schemes for our employees, including a new Empower Leaders Programme, Management Development Programme Level 5 & Rising Managers Programme Level 3 (utilising the Apprenticeship Levy) and Line Managers Care Toolkit. The HR Team also delivered Absence Management, and Investigation training to all Line Managers that were able to attend, and Omni delivered their recruitment and system training to all of our recruitment managers, promoting face to face learning throughout the year.

## Importance Of Engagement

In another tumultuous year hearing the voices of our teams was especially important. In September, we carried out our annual Engagement Survey with a new provider, ETS, an external independent consultancy. As expected, our overall engagement score dropped a little from 86% in 2020 to 75% as the driver behind changing our provider was to dig deeper into what engages our people. This sets us apart from others by asking our employees more stretching and challenging questions. Our response rates was 79% which was good but we hope to improve upon this in 2022.

UTILISATION OF THE MONTHLY APPRENTICESHIP LEVY

83%

FORMAL TRAINING HOURS

36606

ENGAGEMENT SCORE

75%



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# Our Team

## Claire Holden – Management Development Programme

Claire embarked on the newly designed and launched MDP programme. This programme is tailored to VINCI Facilities utilising the apprenticeship levy with the core apprenticeship being Operations/Departmental Manager level 5 which when completed is the equivalent of a degree.

Claire said,

“MDP has given me the opportunity to connect with other people at the same level within the business. It has been great to get out of the office and learn different skills which have **helped me to develop within my personal life and professional career.**

I have received **positive feedback** on my development, and this is down to this programme. There has been a lot of hard work, which you need to complete while you are working in a full-time role, but I feel that the **hard work is paying off.**”



## Richard Pace – Empower Leadership Programme

Richard was one of the first cohort that completed our VINCI Facilities Leadership Behavioural Programme. In doing so he has achieved his Institute of Leadership & Management (ILM) certificate.

**“For me this was a significant experience,** not only in its content, but also its scope. Right from the off it was clear that this was going to be an engaging activity that would both further my understanding about VINCI and improve my relationships with a wider group of managers from different sectors and regions. This did deliver on my expectations on many levels.

There are always those moments of confirmation on training where practice is placed in the context of theory and Empower provided ample opportunities for this to occur.

**I felt impressed** by several aspects of the course: **the level of training** - in terms of material, **subject matter, breadth of scope, the engagement** of the participants - who for the vast majority of the course were engaged and engaging and finally by the **professionalism of the team** conducting this project, who it seemed were there at every step of the way to solicit feedback.”



# Social Value

In the first full year of the UK Government’s Social Value Model VINCI Facilities has continued to excel in delivering the best to our stakeholders. Our stakeholders remain at the core of what we do.

## A Joined-Up Approach

As VINCI Construction UK and Eurovia UK have begun our journey together VINCI Facilities launched the Social Value Working Group across both companies, our support services and VINCI UK Developments. This collaboration addresses not only our shared challenges but also the increased capacity we have in combination to drive positive impact creation This collaborative approach enabled VINCI Construction UK in becoming a Founding Member of the Social Partnership Portal. This group’s work will continue to be realised in 2022.



## Industry Collaboration

VINCI Facilities joined the **Supply Chain Sustainability School’s** social value working group in 2021. The group’s aims are to support the value chain in delivering social value through procurement practices, training and sharing knowledge across the built environment. We also supported the school through webinars, lunch and learn sessions, conferences and feedback on content updates to help our supply chain partners grow their sustainability capabilities with us.



## VINCI Foundation

It was another successful year for VINCI Facilities charity sponsors through the VINCI UK Foundation. This year we had two successful projects: one supporting a **community foodbank** and one supporting **a young people’s charity** gain access to technology to support their end users. The Foundation provides both financial support and access to skills through sponsorship by VINCI Facilities team members, making this an incredibly valuable opportunity for charities and an engaging and feel-good experience for our teams.



SPENT WITH VOLUNTARY,  
CHARITABLE AND SOCIAL  
ENTERPRISES

£2  
MILLION



MEALS SERVED THROUGH  
OUR PARTNERSHIP WITH  
RECYCLING LIVES

18,947



SOMAD DAYS TAKEN BY VINCI  
FACILITIES TEAM MEMBERS

100



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# Social Value

## Merseyside Team with IWFM Frontline Heroes Award

VINCI Facilities Merseyside Team at St Helen's and Whiston Hospital and Clatterbridge Cancer Centre won the Frontline Heroes (Organisation Award) category at the **IWFM (Institute of Workplace and Facilities Management) Impact Awards 2021**.

The team worked tirelessly during the pandemic so that 11-storey Clatterbridge Cancer Centre could open eight weeks early. The team achieved their goal while maintaining high service levels at two other sites – St Helens Hospital and Whiston Hospital – both of which were classed 'Outstanding' by the Care Quality Commission and 'Excellent' by PLACE (Patient-led Assessments of the Care Environment).

The team delivered:

- **£10.2 million** of major variations at St Helens Hospital and Whiston Hospital, including the installation of a combined heat and power system, **reducing emissions by 3,600 tonnes CO<sub>2</sub>e** and cost by **£960,000 a year**; and
- **£6.654 million** of social value activities.

The team innovated by:

- Creating **30 training videos** for their own team and their clients' as many external providers were closed;
- **Developing a bespoke work order monitoring system** called 'VICCI' to provide customisable, real-time, fully-automated, interactive displays;
- Exceeding contracted works to ensure the building could be completed on time despite the restrictions of the pandemic, and;
- Providing vital resources for the Trust while its supply chain was restricted.



Our Merseyside team celebrating their win on stage at the 2021 IWFM Impact Awards

**"VINCI Facilities' team are a shining light in the industry."**

The team's client at St Helens Hospital and Whiston Hospital said:

**"VINCI's team – from the managing director to the engineers on the ground – have shown a commitment to the partnership and the NHS that we will never forget."**





# Supply Chain

Sustainability and continuous improvement of our Supply Chain practices continue to be a key strategy within VINCI Facilities despite gaining 221 new trading partners and **30% increase in supply chain spend**. Our key statistics demonstrate a strong and sustainable supply chain.

## Supplier Satisfaction

Following the introduction of the Supplier Satisfaction Report in 2020, a total of 164 responses were received in 2021, providing VINCI with an overall **88% supplier satisfaction rating**.

The top scoring answers across the reports were:

- How safe do your employees feel working for VINCI Facilities **93.11%**
- Do you view VINCI as one of your preferred Clients **92.01%**
- Do our H&S processes enable you to work safely **90.79%**

The Supplier Satisfaction survey is run twice per annum in line with our Supplier Performance Assessment, in March & September. A selection of suppliers are put forward representing our Preferred Supply Chain, SME’s and specialists across our projects. The same set of suppliers are then invited to complete the supplier satisfaction survey on VINCI. Following collation of results VINCI gains a full **360° reporting view on our supply chain**. A process has been installed to investigate and understand the low scores, to learn from our site teams and suppliers feeding back to put improvement plans in place and fostering continuous improvement of relationships and capacity.

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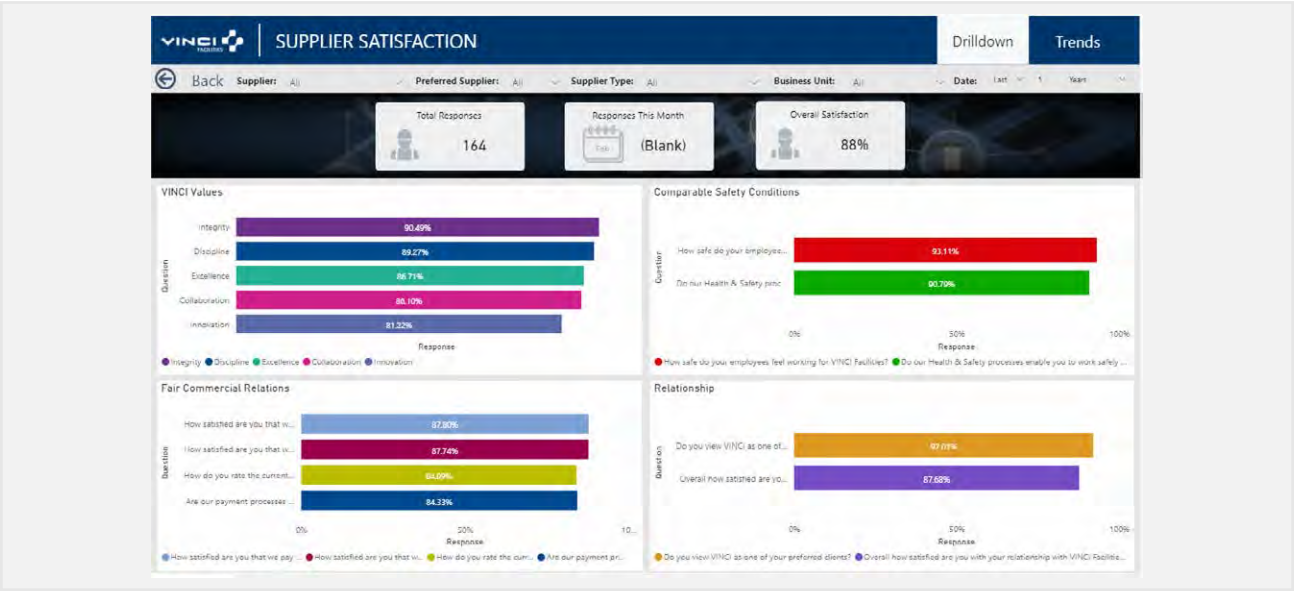
DECENT WORK AND ECONOMIC GROWTH

9

INDUSTRY, INNOVATION AND INFRASTRUCTURE

12

RESPONSIBLE CONSUMPTION AND PRODUCTION



## Supplier Payments

VINCI Facilities has maintained its prompt payment codes, embedded within all our standard terms and conditions, **averaging payments to our supply chain within 24 days**, with 71% of payment being made within 30 days and 96% of all payments were made within 60 days. VINCI’s terms and conditions were amended in 2019 in line with the Prompt Payment Code Regulation 113, which are now core to all ongoing and future procurement activities within VINCI.

## Procurement Training

Throughout 2021 **4 distinct procurement training modules** were rolled out and delivered to teams across VINCI Facilities. These sessions focused on supplier engagement and basics of procurement for non-procurement colleagues, ensuring that commercial and operational colleagues are aware of the challenges and processes within the sphere of procurement. **In total 224 of our site delivery teams attended** a variety of the modules, which accounted for over **1,100 training hours** delivered across our sectors, with further sessions planned for 2022. To compliment the delivery of training, a series of reporting and auditing processes have been enhanced to ensure that following training procedures and processes are followed. Our supply chain now experience a much more uniformed approach to procurement.



SME % IN 2021

95%

UP 3% FROM 2020



Constructionline  
Part of Capita plc

REGISTERED

77%

2% FROM 2020

SSIP SAFETY SCHEMES IN PROCUREMENT

65%

13% FROM 2020



NEW SUPPLY CHAIN PARTNERS ADDED IN YEAR

221

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# Supply Chain

## Case Study:

### Supply Chain Awards

September 23rd saw our second ever Supply Chain Awards, hosted at The Manchester Monastery, which is operated as a charity. There were 220 attendees, representing 78 different companies.

The Supply Chain Awards were a celebration of all that is excellent across our supply chain, recognising their outstanding work throughout the last year and beyond. An afternoon business update from VINCI Facilities was followed by **sustainability workshops** followed by an evening awards event. 18 awards were given across 9 categories, with each category represented by a highly commended and a winner.

This was VINCI Facilities first carbon neutral event and using the ISO20121 (Sustainable Event Management) as a guide the team worked hard to drive sustainability at all stages of planning. Attendees were encouraged to take public transport, buses from the hotel to the venue were provided, invitations and communications were in digital format, local low carbon food and beverages were sourced, unused food was donated to a local food bank, sustainable trophies were provided and an online clothing catalogue was created to promote sustainable fashion and encourage attendees to recycle and repurpose black tie garments. Every decision was carefully thought through and each detail delivered flawlessly. The residual 200 tCO2e was offset through a PAS2060 (Carbon Neutrality Standard) verified scheme.



Parkguard Ltd, winners of the 2021 Social Value Generation Award



Premier Waste Management Services (UK) Plc,  
winners of our 2021 Environmental Stewardship Award



# Energy

VINCI Facilities have a focused strategy to reduce our negative environmental impact up to 2030. Our Scope 1 & 2 emissions target is a reduction of at least 40% before 2030 and we are focused on achieving and exceeding that goal.

## Strategy and targets

In fact, our 2022 business strategy includes a specific in-year carbon reduction target for the first time, highlighting VINCI Facilities’ commitment to driving energy & carbon reductions.

Our in-house Net Zero | Utilities Management centre of expertise monitors and manages our energy & carbon data collection, validation and reporting. In 2021, we reduced our energy consumption by approximately 17% against a 2019 baseline through efficient facilities management and reduced impact of our mobile operations.

We recertified our ISO50001:2018 Energy Management System (EnMS) and our Millennium House office was assessed for the first time, expanding our overall accreditation. Through the EnMS we drive annual performance improvements, communicate key information to our staff, provide a feedback mechanism and track opportunities and risks relating to energy.



## Fleet

The largest source of our Scope 1 & 2 energy consumption and carbon emissions is our mobile operations. Commercial fleet and business travel account for over 95% of our total energy consumption and Scope 1 & 2 emissions. Therefore, our work with our Fleet department and operational teams to reduce fuel consumption is vitally important to meeting our environmental goals.

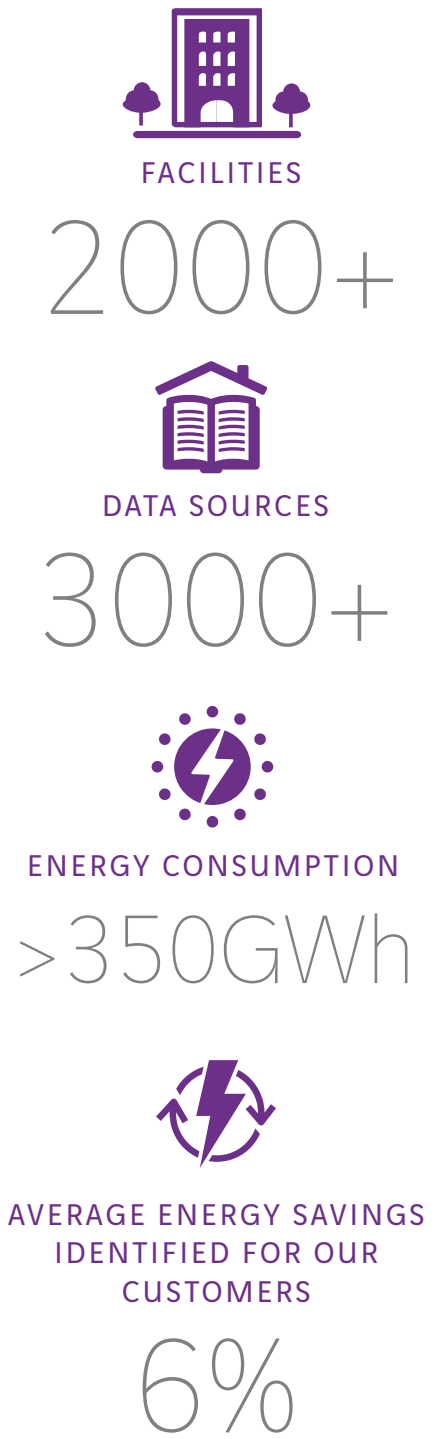
We have a target for EV’s to account for at least 50% of commercial vehicles and company cars by the end of 2023 and are working hard across the business to make this happen.

In 2021 we:

- Integrated 73 Fully Electric vans into the commercial fleet (~20% of the total fleet).
- Added EV options to all grades of our company car scheme, resulting in 76 EV cars ordered in 2021, with 31 vehicles delivered by December despite global availability issues.



### IN 2021 OUR WORK COVERED:





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# Energy

## Supporting our customers

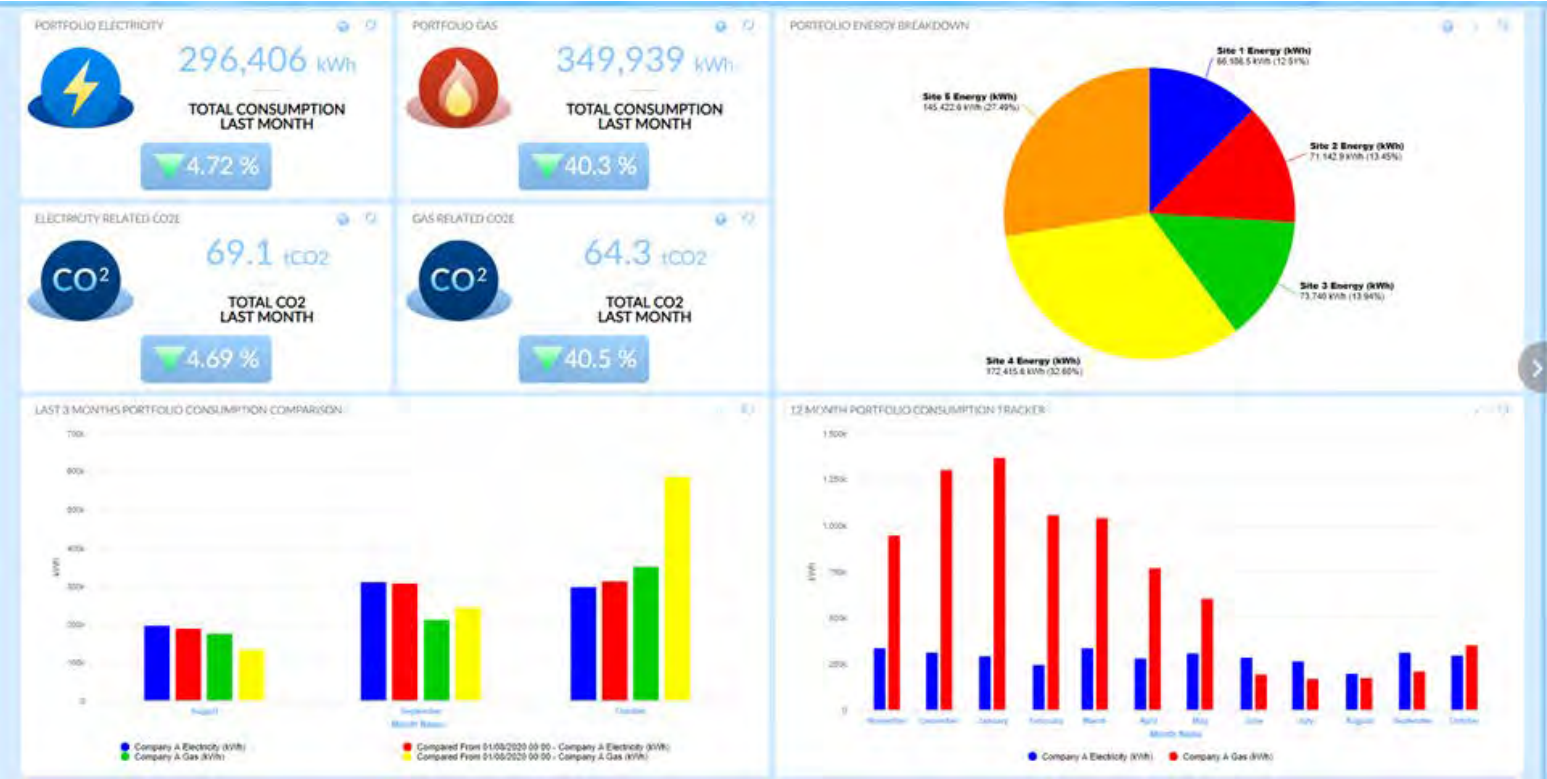
VINCI Facilities are committed to supporting our customers with their energy & carbon reduction goals. Our Net Zero | Utilities Management centre of expertise worked with many of our customers in 2021, providing support in areas including:

- Utilities and Carbon Strategy
- Bureau Services
- Utilities Management Services
- Assessments of technical and commercial solutions
- SMART solutions, such as electronic data capture and digital twin modelling
- Utilities Procurement services
- Carbon Reporting

Across 2021, our Net Zero | Utilities Management support spanned 18 different customers across 13 sectors with a combined energy consumption of over 200GWh and equivalent Scope 1 & 2 emissions of circa 45,000 tCO2e.

### STATS

- 17% reduction in energy consumption across VINCI Facilities
- Up to 27.4% energy savings in SMYTHS Toys retail stores
- 73 100% Electric Vans
- 76 100% Electric Cars



Example screenshot of our Energy Bureau Service

# Energy

## SMYTHS Toys Collaboration

VINCI Facilities Net Zero | Utilities Management (NZUM) Centre of Expertise has collaborated with SMYTHS Toys, to deliver energy consumption, carbon and cost reductions through a staff Behavioural Improvement Program, delivered under an innovative gainshare commercial model.

The gainshare commercial model meant that the customer didn't have to pay anything until the savings were achieved and proven.

Our collaborative approach saw SMYTHS achieve average electricity savings of **7.75%** (against the baseline year) across the GB portfolio of more than 100 retail stores, with the **top 5 stores achieving a huge average saving of 27.5%**.

This has reflected a total carbon savings of **303 tCO<sub>2</sub>e** - equivalent to taking 275 average diesel cars off the road. SMYTHS Toys renewed the service with NZUM in early 2022, including their newly opened stores



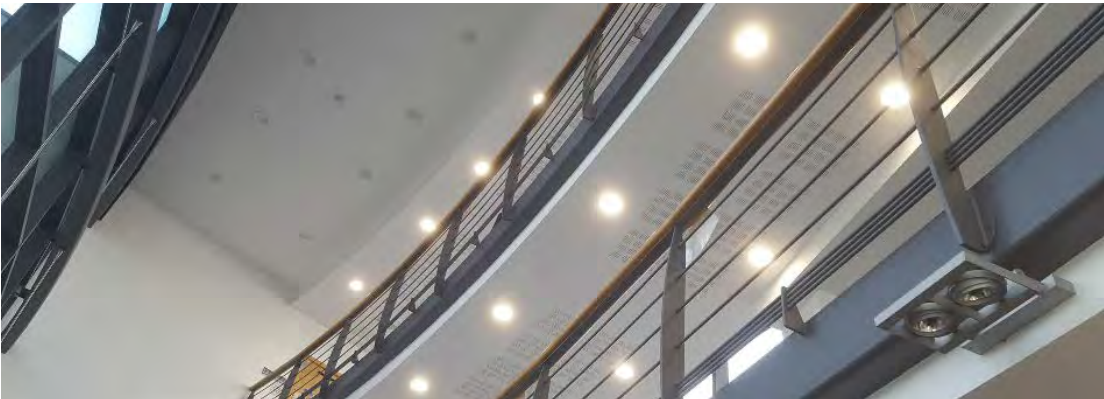
## Welsh Government Journey to Net Zero

VINCI Facilities **Net Zero | Utilities Management** (NZUM) Centre of Expertise has supported the Welsh Government's Economy and Infrastructure (WGE&I) department in achieving their net-zero by 2030 target by delivering a comprehensive decarbonisation assessment of their operational portfolio.

Carbon baselining of the Scopes 1 & 2 emissions of all sites was followed up by targeted energy efficiency surveys of the 20 most carbon intensive (**representing >95% of the total estate emissions**); this allowed our experts to set out decarbonisation roadmaps for each property, comprising a range of Renewable Energy, Building Services and Metering projects, with optimal strategy being informed by the WGE&I carbon accounting and reporting framework.

Full economic feasibility analysis was provided for all proposed measures inc. project outlays, cost / carbon savings, and payback periods. Collaboration between our NZUM and the Welsh Government Energy Service also allowed full system modelling and Life-cycle Cost Analysis to be provided for the high CAPEX Renewable Energy projects.

The assessment demonstrated how total annual emissions of circa 3,500 tCO<sub>2</sub>e for the surveyed properties could be reduced to near zero levels.





# Environment

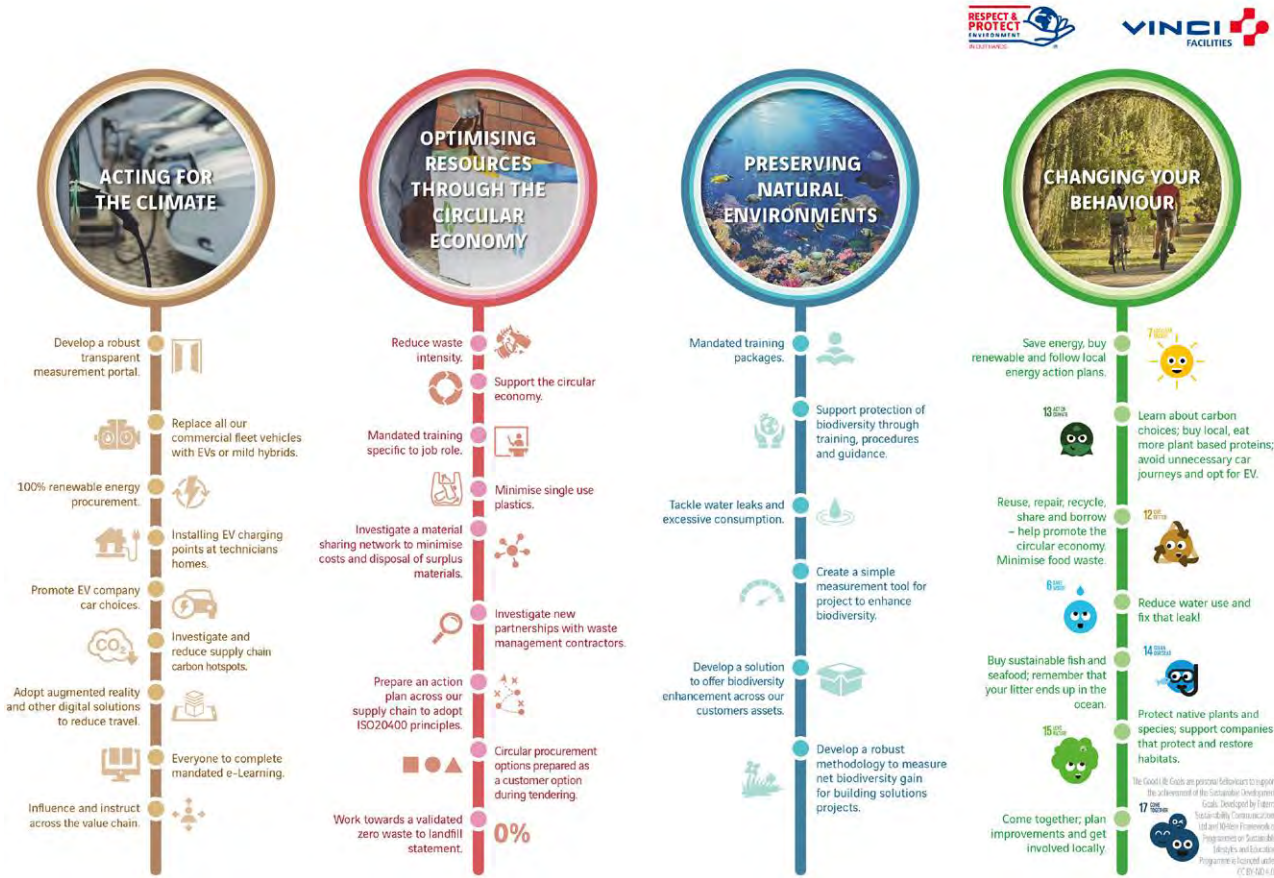
Following the previous year’s definition of Environmental Ambition, in 2021 VINCI Facilities developed our Environmental Impact Reduction Roadmap. Using Science Based Targets our parent have set minimum performance targets of 2 degrees <sup>c</sup> increase in average global temperatures above pre-industrial levels, with more specific targets:

- 40% reduction in Scope 1 & 2 CO2e emissions by 2030, based on our 2018 levels.
- 20% reduction in Scope 3 CO2e emissions by 2030, based on our 2019 levels.
- With a target to be Net Zero by 2050.

## Environmental Impact Reduction Roadmap

Our Environmental Impact Reduction Roadmap (EIRR) sets out a series of actions and timescales to achieve the above targets, not only on Climate Change but Optimising Resources through the Circular Economy, Preserving Natural Environments and behavioural change.

Actions & targets are scheduled in over appropriate time periods, this is the first year of scheduled action of which many have been started and some already achieved.



An infographic summarising our Environmental Impact Reduction Roadmap activities





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# Environment

## Pollution Control System of Cement Mixing/Washing

As part of the project deliverables, our subcontractor, **UK Gunite**, working on the project had to mix and use cement to undertake concrete repairs to the building. The issue of managing this process effectively has been raised before where the previous practices involved were found to be well below VINCI Facilities **Mandatory Environmental Standards**. To address this issue and improved the working practices relating to the cement mixing process, VINCI Facilities and contractor devised and implemented a simple solution. The solution involved creating a dedicated area for concrete mixing using **Ecospill** twin drum bunded work floor and dust screens (barrier) to prevent cement sediment/dust from escaping the immediate mixing area. The solution enables the water used for the mixing process to be captured in bunds and reused for each mixing activity. The residual cement sediment is captured/stored at the bottom bunds. Once the water is collected in the bunds is no longer needed, it is captured and stored in a 'wastewater' bucket for collection by an approved waste removal contractor. Any residual cement sediment in the bunds is stored and discarded as solid waste in a mixed waste skip.

The solution is simple to implement and inexpensive with good controls of pollution; water is conserved through storage and repeated use. Runoff water from cement mixing is controlled in the bunds thereby mitigating contamination of surrounding environments, and dust is contained using screens. The success of this initiative relied on partnership across the value chain, from the final client through VINCI Facilities and our supply chain with suppliers, where all stakeholders are passionate about protecting our environment.



On-site example of engineering for pollution control with secondary containment

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# Customer Care

The operating environment in 2021 across all our contracts continued to be challenging yet it was another excellent year for meeting and exceeding customer expectations across the business. In VINCI Facilities average customer satisfaction levels increased again, rising to over **90%**, a strong achievement given the turmoil in some sectors.

We know customer satisfaction drives contract retention, but it is also a major contributor in attracting new customers since evidence of success in similar operating environments is an important buying criteria. The pandemic has also demonstrated the importance of the role we play in our customers’ businesses, which in many instances has become deeper, broader, and more complex.

Our **Customer Engagement Toolkit**, a key account planning process, and project-based satisfaction surveys tell us we are on the right track for quality and innovation, and testimonials affirm the importance of delivering on our promises. Our success can be seen across our varied customers, such as the Royal Mail. Having installed EV (electric vehicle) charging bays at 22 delivery offices to accommodate 1,600 EV vehicles, our team achieved full marks in many areas of the customer satisfaction survey, and the feedback that VINCI Facilities provided robust, professional support to help our customer deliver significant works to very challenging programme timescales.



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INDUSTRY, INNOVATION  
AND INFRASTRUCTURE

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PARTNERSHIPS  
FOR THE GOALS

CUSTOMER SATISFACTION



> 90%

Additionally, having continually delivered for the **Ministry of Justice** over a decade-long relationship, April 2021 saw us secure a flagship contract with another government body – the **Ministry of Defence**. Marking our **largest contract to date**, from 1st April 2022 we are now responsible for maintaining 59 British Army and Royal Air Force establishments across the South East.





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# Customer Care

## Ministry of Justice: HMP Grendon & HMP Spring Hill

The Ministry of Justice is one of VINCI Facilities’ Building Solutions’ divisions largest client. Working across four frameworks, we deliver, design and build projects across the MoJ’s vast estate, including flagship and high-profile facilities such as the Royal Courts of Justice, Snaresbrook Crown Court (the UK’s busiest court) and HMP Berwyn (the UK’s largest prison).

In 2021, Building Solutions completed a £14.8m contract to upgrade the fire protection systems at HMP Grendon and HMP Spring Hill, both of which are located at the same site in Buckinghamshire. Throughout the works, the contract team placed **an overriding focus on delivering added value** for the client, over and above the core contract. For example, the team **donated waste materials** to the establishments, and **provided tools and hands-on training** for the residents of the prison to enable them to transform the waste into products that could be sold for profit. As a result, waste copper cabling that would have been discarded was successfully stripped and sold as scrap metal, and timber pallets were upcycled into sellable products such as bird feeders and sun loungers.

Initiatives such as these provided a **triple win: promoting circularity, providing employment for the residents, and creating additional revenue for the prisons**. The pro-active approach of Site Manager was recognised at VINCI Facilities’ Recognition Awards, where he was praised for being a **“force for good”** in the prison environment.

Lisa Daley, **Head of Industries and Business Engagement at HMP Spring Hill**, commented: **“Resources are always tight in Her Majesty’s Prison and Probation Service, so to have VINCI Facilities invest so much time and effort has been amazing. The contract team are a credit to the company.”**



Wood saved from refuse has been repurposed and painted to create a family area for visitors



A treehouse made from waste wood that would otherwise have gone to waste streams



A wire stripping machine provided by VINCI Facilities which has saved waste wire and support the reuse of this wire





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