

SUPPLY CHAIN NEWSLETTER

EDITION 4 - DECEMBER 2020



DELIVERING TOGETHER

Welcome to the fourth edition of the VINCI Facilities supply chain newsletter.

We all approached 2020 with great optimism as much of the uncertainty around Brexit and the stalling economy was settling down and the market place was responding accordingly, only for the Pandemic to strike.

The start of lockdown and those uncertain days of late March and April seem a long time ago as we are now in December, it's with a foggy memory that I think back to only being allowed out of the house once a day to exercise, the startling lack of traffic on our roads, and supermarket aisles looking like a scene from an apocalypse movie.

But now in December, our furloughed staff returned have mostly returned to work, the kids remain at school and the wheels of commerce are moving again, and the VINCI Head office is back to some sense of normality. However, we are still never far away from daily updates on the Covid pandemic and too many of us have had personal experiences of family, friends or colleagues falling ill. As we now come out of the 2nd lockdown some are still finding it difficult to see family and friends, the holiday season this year may feel very different compared to previous years.

I would like to thank all of our suppliers for helping us navigate this most difficult and challenging year and looking forward to working with and hopefully meeting up with many of you in 2021.



Lee Robert
Head of Procurement
VINCI Facilities

Supply Chain Engagement

'DELIVERING TOGETHER' WEBINARS

We launched our first virtual 'Delivering Together' webinars in August 2020 and held another in November 2020, for those of you that could not attend we can confirm that VINCI Facilities is in good health coming out of Covid, with business projections generally in line with pre-Covid forecasting. Focussing on our Stakeholders remains at the heart of our business and listening to our Supply Chain remains one of the six key strategies across VINCI Facilities and that we remain committed to our core strategy of harnessing the expertise of our Supply Chain to enhance our delivery to our Customers. We will continue to host our webinars until we can meet again for a live event.

SUPPLIER RELATIONSHIPS

A key tactic in 2021 will be to focus on ownership and developing closer working relationships, all preferred suppliers will be assigned a sponsor within VINCI Facilities. A select number of suppliers that have a critical impact on our ability to either deliver work or win new work will be assigned an operational director level sponsor and will form part of our Strategic Supply Chain Charter. If you fall outside of our preferred agreements and want to make contact with our team please contact a member of the procurement team. Please keep us updated with contact information, get in touch if have any concerns or want to share your innovations.

ENVIRONMENTAL SUSTAINABILITY



VINCI Facilities recognises that environmental sustainability is a fundamental component for long-term business survival and provides a vast range of benefits that support our economic and social wellbeing.

Recently we have developed and launched new *Biodiversity Guidance* and an *Environmental Jargon Buster* and have a host of new strategies, guidance documents, training and engagement campaigns in development that will be launched as part of our **Respect & Protect** campaign.

These will continue to further embed our strong culture of environmental awareness, ownership and sustainable management into all our operations and feed into VINCI Group's ambitious environmental strategy to improve our performance in three areas: greenhouse gas emissions, resource preservation by developing the circular economy and conservation of natural environments.

To find out more or to provide feedback, please contact our Environmental Manager Ashleigh Taylor.
ashleigh.taylor@vincifacilities.com



SOCIAL DISTANCING

Social Distancing has changed our lives – we've had to adapt to keep serving our residents. Adapting our service to care for our residents: Steve Pearce, Building Solutions South Operations Manager for Peabody, Camden, Guinness, and Sanctuary Housing.

During COVID-19 social distancing rules have meant we have had to change how we think and how we manage all of our operational delivery. In the first lockdown we were unable to work inside people's homes in our Social Housing projects, although that restriction has now lifted which was obviously a significant challenge for our teams. We were able to keep our residents safe and deliver high quality work though by following guidance from the Government, BuildUK, HSE and the VINCI Health.

Safety Environment and Quality team who assisted us by developing Site operating Procedures to enable our works to continue safely.

Delivering our services during a pandemic relies on good communication. As well as daily briefings with suppliers, we liaise with our clients and talk twice a week with the

Senior Management Team and our residential team members via Skype, Zoom and Microsoft Teams. We've also utilised a client WhatsApp group to show videos and images of completed works.

We need to be here for the client and residents in these tough times and we also need to look ahead too. It's important for the industry and our customers that people see that VINCI Facilities.

Building Solutions is a strong company that's still open for business. What we are doing is safe, adding value and means we are on top form and ready for when the world returns to some type of normality.

Thankfully, we have had superb support from the supply chain.



CRITICAL SUPPORT FOR THE NHS

VINCI Facilities teams are working at eleven hospitals across the UK providing critical support for the NHS in its response to COVID-19. Facilities Manager Louise Jackson leads the team at Queen Elizabeth Hospital, Woolwich and told us about what they are dealing with right now.

Once the UK went into lockdown everything changed. Our immediate task was to prepare for the peak of admissions.

We found ourselves installing new walls and fitting extra washing machines and tumble dryers for site staff. We even fitted over 100 doors over a single weekend, liaising with police, local government and the Port of London Authority to facilitate both the delivery and the installation.

We need to be resilient because our work is mission critical. The oxygen infrastructure at QEH has been under enormous demand, supplying critical oxygen around the hospital. Due to the increase in patient numbers and need for increased oxygen flow rates, the external pipework had started to freeze over. Our engineering team designed and installed a de-icing station to ensure that the pipework never freezes over.

It looks like we made it through the peak. But we are not slowing down. During this period it's vital that we look out for each other – our mental health first aider is busy; her room is often booked out. Our motto is **'Be Kind & Be Safe'**.

We need to be brave. Work as a team and focus on the job. It isn't normal, but we are good at adapting.

Be Kind & Be Safe'.



VINCI FACILITIES CHANNELS £50K TO GOOD CAUSES

The VINCI Foundation has arranged for over £50,000 of support to go to charities and non-profit making organisations in areas where VINCI Facilities operates.

Across the UK, communities have pulled together to help the less fortunate during the COVID-19 crisis. That mirrors one of the core values behind the work of the VINCI Foundation: to act as a **partner to the communities that are affected by what the business builds, equips and maintains.**

In April VINCI made €10m available to help not-for-profit organisations in the fight against COVID-19: €400k of these funds had been allocated to the VINCI UK Foundation. Less than a week after opening the applications process, the VINCI UK Foundation was overwhelmed with responses and received over 170 submissions – by late May around £350k of donations were made.

Wycombe Homeless Connection received £2,500 to help them in their aim to ensure no one is made homeless during the pandemic and to continue to support everyone who needs food, clothing, and hygiene equipment.

De La Salle School was given £5,000 to provide schooling to the children of key workers, as well as technology to help with online learning platforms for other students at home. Not all students have access to the required technology – particularly disadvantaged children. VINCI's money provided laptops and 4G Wi-Fi dongles for those who needed them during lockdown.

One of the largest donations, £22,000, was sent to the University Hospitals Birmingham Charity for general patient and staff welfare. Twenty 'Wobble Rooms' were created to provide respite for their teams as they battle COVID-19. Each room contained new seating, a coffee machine, fridge, radio and other items to help find some 'space' during the crisis.

VINCI UK
FOUNDATION

None of this could happen without the ideas, energy, and support of VINCI Facilities teams. So, thank you to all of you for your hard work.

MENTAL HEALTH AWARENESS

VINCI Facilities divisional director Paul Cottam has been appointed as a Trustee Board Member for mental health awareness charity Mates in Mind. James Rudoni, Mates in Mind Managing Director, explains the collaboration with Paul Cottam and the impact of COVID-19 on mental health.



Paul has been involved with Mates in Mind since it began in 2017. The charity was rolled out across the sector by the Health in Construction Leadership Group (HCLG), with the support of the British Safety Council (BSC). We wanted somebody to join the board that had the combination of a background in construction, FM, and commercial and financial skills. It's great to have him on the team.

Our approach is not just about training and education, it's providing support across organisations. We now support 370 organisations and around 300,000 people throughout the supply chain.

Right now, the level of support has gone up. We are seeing 40% more people seeking advice and guidance. But the downside is we are seeing a 60% decrease in donations – our main source of income. That's a big blow, so, like other charities, we've started to reach out in other ways since COVID-19, looking at grants and foundations to seek routes to generate income.

One of the key issues we are dealing with is anxiety: specifically around the idea of returning to work. Around two-thirds of people across the UK working population are reluctant to return to 'normal' work. In construction and the built environment there are peculiar circumstances that need to be considered, not least the culture of the sector.

Mates in Mind are flexible, agile, and dynamic and we have momentum. We will deliver the services and support on mental health in the built environment that our industry and its people require.

We have a strong message that is more important now than ever in the past few years since we started out:

"We want to bring people back to work who are mentally strong".

www.matesinmind.org



Contract Awards

VINCI FACILITIES WINS EMR CONTRACT

VINCI Facilities has confirmed that it has been successfully delivering a total FM contract to East Midlands Railway since early in 2020.



In what is a five year contract worth around £4m annually, it's team is providing hard and soft FM services such as M&E, planned and reactive fabric maintenance, minor works and some trackside operations as well as cleaning services (including deep cleaning, in transit and turnaround cleaning),

pest control and vegetation management at stations across the EMR network. The agreement was reached with Abellio in March 2020 and covers 90 stations and offices from Derby, Leicester and Nottingham and Lincoln to Cleethorpes, Sheffield and Loughborough.

VINCI FACILITIES STARTS WORK WITH CADW, THE WELSH GOVERNMENT'S HISTORIC MONUMENT SERVICE

VINCI Facilities has won a three-year total facilities management contract with Cadw, the Welsh Government's historic monument service, across its entire estate throughout Wales. The work was secured via the Crown Commercial Services framework and is mobilising right now.

Cadw is part of the Welsh Government's Culture, Sport and Tourism Department – with a mission to care for Wales' historic environment for the benefit of people today and in the future. Cadw is the Welsh word for protect and VINCI Facilities will be working across Wales to provide Facilities Management Services to 130 monuments in State care.

VINCI Facilities has a strong relationship with the Welsh Government and this new contract adds to an existing portfolio of Welsh Government contracts including providing a total FM solution to the Economy and Infrastructure department and the Office for National Statistics, based in Newport.

The team from VINCI Facilities will be cleaning all of the modern visitor centres across the estate but a critical part of the service will be the landscaping and external works. Many of the monuments have extensive grounds and VINCI Facilities will be managing tree surveys, grounds maintenance, all hard and soft landscaping, including waterways and bridges and all mechanical and electrical maintenance.

All of the works will be planned and reactive with the team providing a 24-hour call out service backed by its helpdesk based in Bridgend, South Wales. Further work will include M&E, lift installations and new IT infrastructure, as well as biodiversity, energy management, pest control, security and waste removal. The extensive grounds, biodiversity and energy



management means that sustainability and a commitment to the environment will be at the heart of the service.

Tony Raikes, managing director of VINCI Facilities said, "Over the years we have built up a partnership with the Welsh Government and this new piece of work confirms that. We have an advantage in that we know Wales and our teams responded quickly to what Cadw needed. It truly is a total FM service and as part of the mobilisation process one key task is a detailed asset survey and update of the asset register. It is a great challenge and we are very proud to be given the responsibility. The contract is very different in many ways – it is about far more than managing assets. It is about being part of the custodianship of the historical environment and Welsh heritage."

VINCI FACILITIES WINS ROSPA PRESIDENTS AWARD



VINCI Facilities prides itself on its health and safety record. That's one of the reasons we have embraced the philosophy of THINK AGAIN so well.

It is also why we seek out confirmation of our health and safety performance through validation, like the Achievement Awards Category organised by RoSPA – Royal Society for the Prevention of Accidents.

We enter each year and for the past ten years, VINCI Facilities has won RoSPA's Gold Award having achieved a level of excellence for 5-9 years. But on 3 September 2020, we achieved the RoSPA President's Award!

SUPPLIER SATISFACTION SURVEY

Thank you to all who returned the Supplier Satisfaction Survey, the feedback is essential to us understanding the needs of our supply chain and help us to improve our delivery to the client.



VINCI PREFERRED SUPPLIER'S BROCHURE

To further develop awareness of our VINCI supply chain we have launched the VINCI Preferred Supplier Agreement 2021 brochure to ensure all our teams are aware of the comprehensive list of agreements which are in place for 2021.

The brochure will give key contact information as well as a company overview of each supplier with whom we have a Framework or ViPS agreement in place. The brochure is available electronically internally to our teams.

DRIVE FOR EXCELLENCE

Our Operational Excellence team supports our drive for excellence, one of the VINCI Values. Working with both the VINCI and Supply Chain teams, we use our LEAN Management Framework to help our colleagues identify and eliminate waste through workshops and site-specific support, helping to drive up the quality of service and product for our customers. Last year, we spent a morning with the Building Solution Delivery and Supply Chain Teams posing the questions "What leads to poor quality?" and "How can we improve quality?".

EXCELLENCE



WHAT LEADS TO POOR QUALITY:

- ▶ Skills shortages
- ▶ Ineffective / Insufficient Programme
- ▶ Standards not communicated
- ▶ Ineffective Communication



HOW DO WE IMPROVE:

WE SAID WE WOULD:

- ▶ Carry out effective QA Checks
- ▶ Plan the works collaboratively
- ▶ Clearly communicate our expectations



OUR SUPPLY CHAIN PARTNERS SAID THEY WOULD:

- ▶ Carry out self-audits / quality checks
- ▶ Work with VINCI to plan the works
- ▶ Have the right people in the right place at the right time



VINCI FACILITIES DELIVERING CANCER HOSPITAL FM IN LIVERPOOL WORTH £5M

VINCI Facilities has successfully mobilised and begun delivery of a five-year contract worth £1.05M annually to deliver hard FM services to The Clatterbridge Cancer Centre NHS Foundation Trust.

The £5M contract was awarded in late 2019 following a competitive process via the Crown Commercial Services RM1056 FM Framework and mobilised in February 2020 prior to the hospital opening in June 2020 during the first wave of the COVID-19 pandemic.

"This £162M new Cancer Centre is hugely important for the region. It is delivering cutting edge treatments including Chemotherapy, Immunotherapy and Radiotherapy and will serve an area with some of the highest rates of cancer nationally. At any time it would be a great project for VINCI Facilities to be involved in, but at such a difficult time for the country and healthcare it is more important than ever," said Tony Raikes, managing director of VINCI Facilities. *"With an open-air open winter garden at lower level and terraces on the higher levels, the whole design lends itself to the best possible patient experience, which our FM services will support 100%."*

The VINCI Facilities team deals direct with Clatterbridge PropCare Services Ltd, a wholly owned subsidiary of the NHS Trust, providing hard FM services to a new specialist cancer treatment centre with 110 inpatient beds, five linear accelerators and bespoke day case facilities for the treatment of both solid tumour and blood cancers.

PropCare chose VINCI Facilities as its FM specialist and trusted partner to support them because of its award-winning reputation in healthcare FM – particularly its work supporting the delivery of best in class patient care at St. Helens and Knowsley NHS Trust. The VINCI Facilities hard FM services have included managing and maintaining medical gas systems, building management systems, fire alarms, security systems, the built fabric, lifts and M&E.



Warren Hubbard, director for healthcare at VINCI Facilities said, *"It's a privilege to be involved at Clatterbridge. We have strong evidence of our reputation for excellence – proof that what we do really does support positive outcomes for patients and clinical teams, not just the estates department we work alongside. Since we mobilised we have concentrated on applying our digital skills to create an interactive dashboard, incorporating sound and vision to reduce maintenance downtime and ensure the highest levels of patient experience and backing up the clinical teams as best we can."*

The new Clatterbridge Cancer Centre - Liverpool is in the heart of the city and sits alongside the new Royal Liverpool University Hospital and the University of Liverpool. Since opening in June, it has become The Clatterbridge Cancer Centre's main site. (The Trust also continues to provide cancer care at its centres in Wirral and Aintree, other hospitals across Cheshire & Merseyside and in the community.) The new hospital provides specialist chemotherapy and other drug therapies, radiotherapy, inpatient and outpatient care, cancer support and rehabilitation, bone marrow transplant and urgent cancer care. There are also facilities for teenagers and young adults with cancer.

LIVING WAGE FOUNDATION

VINCI Facilities are delighted to announce becoming a Recognised Service Provider (RSP) with the Living Wage Foundation, at the start of Living Wage Week (bit.ly/2VrvDWp), 9 November to 15 November.



Living Wage Week is supported by the Living Wage Foundation, the aim is to ensure fair pay and decent wage for a day's work. The real living wage (RLW) is higher than the national living wage and takes into account the money required for a 'basket' of household goods and services. VINCI Facilities commitment as an RSP will assist us to influence our clients to support the RLW and contribute to our commitments under the People Matter Charter (bit.ly/3qhWFY6).

VINCI FACILITIES - SUPPLY CHAIN AWARDS 2021

We look forward to hosting our the Annual Supply Chain Awards in May 2021 to recognise best in class and to offer recognition and reward and continue to build on existing relationships.

HMP HOLLESLEY BAY

The team at HMP Hollesley Bay have been working with the establishment to leave a lasting impression, which will help the site whilst providing important tools and skills to assist with resident with rehabilitation.

We have funded two Bee Hive for the local areas, which will be sited in the horticultural learning areas. The local areas is surrounded by protected habits for flowers and birds.

The Prison Lead in Biodiversity "This is one of the best projects you could be involved with both for mental health and wellbeing of resident, I would think that you will understand what a momentous occasion this will be. Bless you for helping".

Keep up the good work.

Thank you.



HMP HOLLESLEY BAY - DONATION

We have recently donated oil painting supplies to the Samford Unit for their art classes.

Comment from the Governor "That's amazing, thank you very much, this will make a big difference to the guys on Samford."

Comment from the Deputy Governor "There are some really talented men who will make good use of these supplies. Hi Chris - can you please ask Dan to commission a piece of art work to celebrate the positive partnership we have enjoyed with VINCI."



ROAD RESURFACING 'WITH A THANK-YOU' AT PRUH

We have just completed another road resurfacing project at the Princess Royal University Hospital (PRUH) main entrance.

The project was on the busy main entrance road of the hospital, TFL bus routes were temporarily diverted, traffic and pedestrians/visitors managed.

A considerable amount of planning was put into this project for it to be successfully executed in just 3 days.

We also surprised the client with the `NHS hearts` and `Thank you NHS` road art work.



RECOGNITION AWARDS

The VINCI Facilities Recognition Awards Programme has been developed to acknowledge the outstanding contribution that individuals and teams make to our mission and vision, in any one of the given categories:



We will be sharing the winners of the 'Working with Suppliers' category with you.

DIPA BHIMJI – CONTRACT ADMINISTRATOR – FM JULY

Dipa has excelled in building strong relationships between our supply chain partners and our operational team on our TfL Commercial contract, helping ensure our supply chain partners queries are resolved efficiently, all working to support delivering a great service to our customer! Well done Dipa!

EMMA WOODGATE, ANDREW MCVICAR, CARL HUNT, PHIL CLEE AND IAN DODD – BUILDING SOLUTIONS SEP

This month's Supply Chain award goes to 5 of our BSM team who have worked hard to create preferred supplier collaborations with 15 suppliers across their region. Congratulations to Andrew, Carl, Emma, Ian and Phil who identified, reviewed and met with all the suppliers resulting in the signing of their VIP agreements, forging new collaborative partnerships to support our customers

MEL RICHARDSON AND TONI BLENKINSOPP – SENIOR PROJECT MANAGER AND ADMINISTRATION MANAGER – FM

Mel and Toni are recognised this month for their great work with our supply chain partner Avon Services. Working with Avon they have innovated and proactively responded to many challenges C19 has created, whilst ensuring that the products used are both socially and environmentally sourced in support of our responsible business agenda!

PHILIPPA MCKENZIE AND NEIL BRENNAN – ASSISTANT QUANTITY SURVEYORS – FM

Excellent work by Phillipa and Neil during the mobilisation and "go live" of our new Clatterbridge Hospital FM contract secured this month's 'working with suppliers' award. Phillipa and Neil worked extremely hard in challenging circumstances to successfully onboard a new supply chain. Their professionalism and dedication has established the platform from which to develop lasting supply chain partnerships on this new contract!

JEMMA O'LEARY AND PETER TAYLOR – COMMERCIAL MANAGER AND OPERATIONS MANAGER – FM

Jemma and Peter are to be commended for their excellent work in helping and supporting our Supply Chain Partners working on our Debenhams contract, ensuring that service levels are maintained despite Debenhams being in challenging circumstances. Well done to you both!

Key procurement contacts

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