

**We help our customers to make better decisions about their property assets and then implement the changes faster, delivering more value, sooner.**

# Property Care

An Asset Management Approach

# Better decisions, agile execution

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Whether a customer's needs include strategic asset management or just maintenance service delivery and building solutions we shape what we do to help our customers achieve their intended business outcomes.

In our mind, Facilities Management branches into two primary work-streams; Property Care & Occupant Support Services. Making that simple but, important distinction has enabled us to identify the most appropriate management frameworks and I.T. platforms for delivering best sustainable value from these significant support functions.

For property care we've taken

- PAS55 (ISO55000)
- AM Professional Qualifications
- Lean
- ISO14001
- and IBM Maximo

and integrated them into an asset management based service solution that delivers support second to none: Whether a customer's needs include strategic asset management or just maintenance service delivery and building solutions we shape what we do to help our customers achieve their intended business outcomes.





A giant realising the value of a global economy

We possess capability across the asset lifecycle

**JOINED UP STRATEGY AND DELIVERY MODEL**



Boasting a multi-disciplinary work-force with expertise across the entire asset lifecycle and value chain VINCI contributes to the whole asset management planning process. Our pool of subject matter experts include engineers, design and construction managers, technology scientists, environmental sustainability advisors, cost accountants, business intelligence analysts, building information modellers and risk and compliance managers.

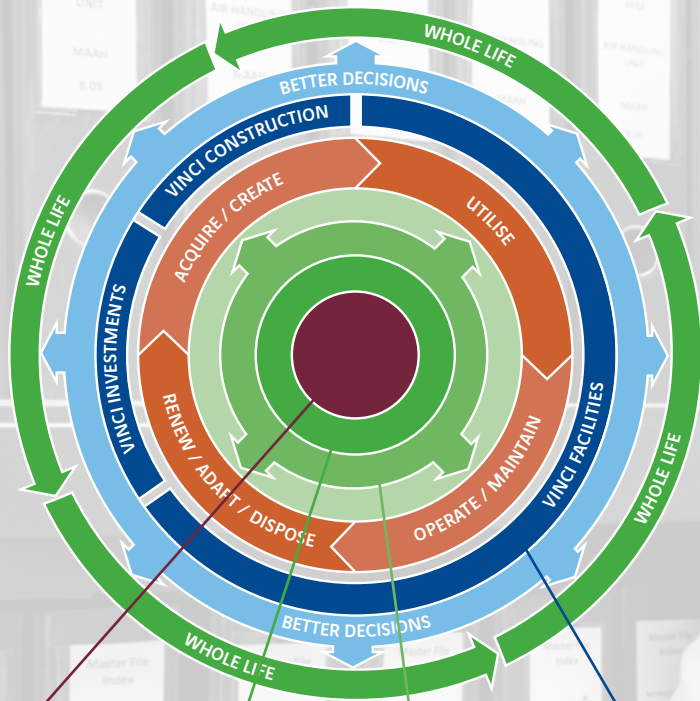
By being part of project or service delivery teams that are embedded in the client's organisation these people align their thinking and input to the corporate drivers which means they help to deliver not only cashable, but sustainable value.

...with expertise across the entire asset lifecycle and value chain VINCI contributes to the whole asset planning process.

**VINCI is a world leader in construction, concession, facilities management and related services with turnover in excess of €37bn revenue and 187,000 employees in over 100 countries.**

We apply an asset management approach to property care

**ASSET MANAGEMENT DECISION HIERARCHY**



**POLICY**

Principles and framework within which asset management decision making is made

**STRATEGY**

What is intended to be achieved and by when asset management decision making is made

**PLAN**

How assets will be managed to achieve defined objectives.

**DELIVERY**

Cost effective execution and operational optimisation of the plans

In the late 1990s asset management was just a concept. Then maintenance managers from asset intensive industries such as rail, utility, manufacturing and oil sectors began to turn best practice into something that is now an International Standard (ISO55000) and a recognised professional discipline. In essence they've joined up proven methodologies in the whole life stewardship of physical assets and in doing so have added exponential value to their organisations and mitigated long term risk.

Intelligent maintenance has therefore come of age in the form of Asset Management. It works and in our experience is transferable to the property arena.

We've adopted asset management thinking and incorporated it into a comprehensive and integrated offering that uniquely allows supply chain delivered daily property care activities to be totally connected to an organisations strategic plan.

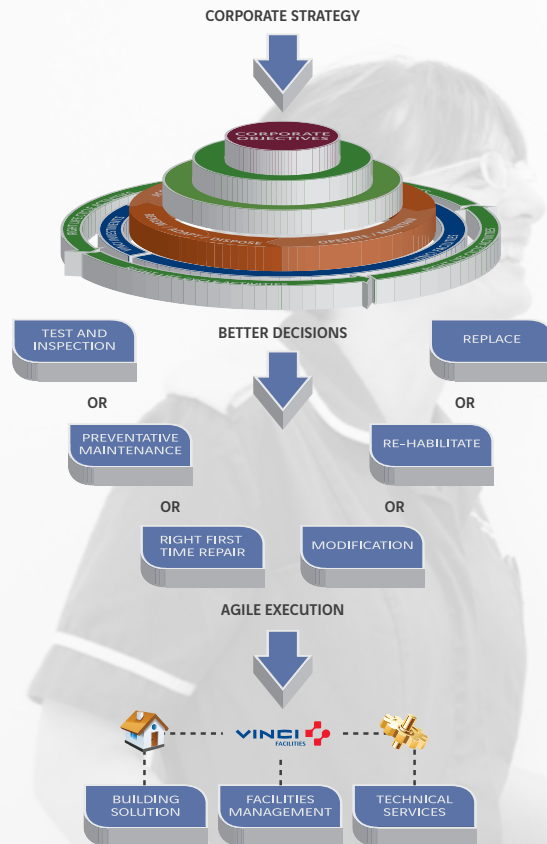
**Intelligent maintenance has come of age in the form of asset management.**



# Agile and Efficient Maintenance Services

Doing the right things is one of the cornerstones of the asset management approach

## AGILE DELIVERY MODEL



VINCI Facilities' core competence is the efficient management and delivery of maintenance and property care services.

Our engineers and managers not only focus on doing things right first time to maximise operational efficiency, but use mobile technologies to record the actual work timings, the fault found and components replaced in the field, in real time. Indeed, they also assess and record current the current condition of the asset during routine maintenance visits.

That data is presented through an inter-connected asset information hub that helps our managers to control expenditure and advise our clients on what is the right and optimal works programme to support the corporate business needs.

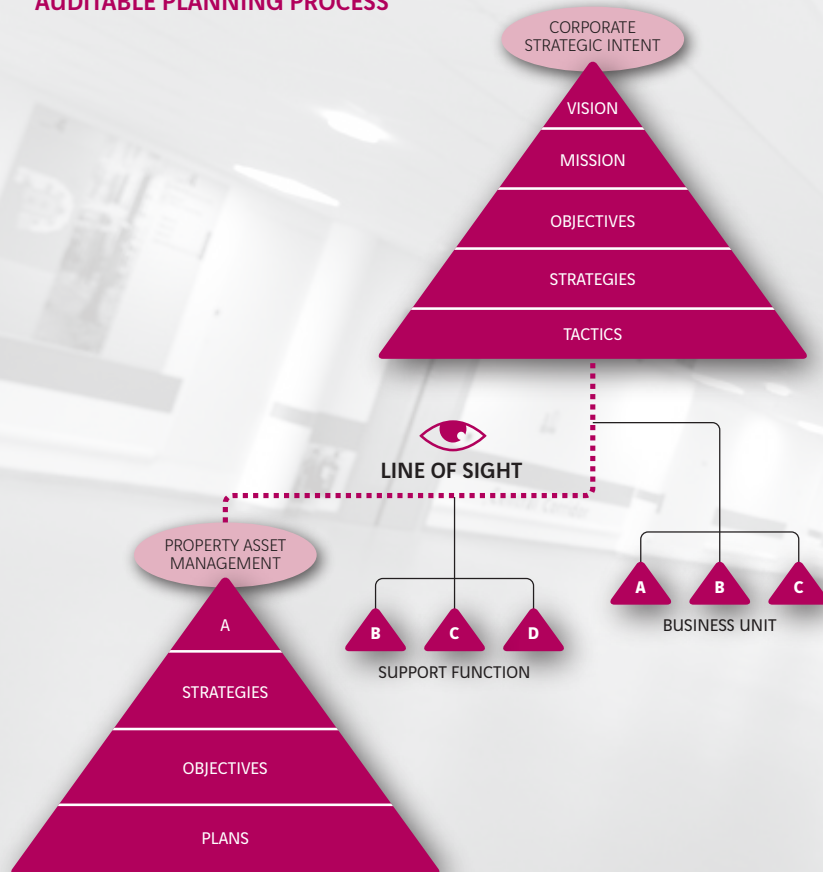
Those same technology tools are then used to re-programme and schedule the work taking account of decisions taken. For example, if a tactical decision is taken to cease or enhance the planned maintenance on a particular asset, with our technology, that routine can be changed and put into effect the very next day. We call that agile execution!

...our managers control expenditure and advise our clients on what is the right and optimal works programme.

# Strategic Planning and Asset Policy Development

Our service also supports our clients' strategic asset planning process

## AUDITABLE PLANNING PROCESS



...reliable, expert verified information about asset performance and condition with options for alternative interventions.

Line of sight is one of the core principles of asset management, ensuring there is a clear connectivity between the organisational strategic plan and the daily activities.

The way we work with our clients means each task we do supports their core business drivers and future business objectives. That means the people on the ground delivering the work can see how what they do fits in and why it is important to get it right first time.

We see this as essential for staff empowerment as well as added value to our customers. That's for why for the last decade we've been shaping and investing in our systems, processes and people to be able to support the strategic management of assets by providing reliable, expert verified information about asset performance, and condition with options for alternative interventions.



# Asset Risk and Liability Mitigation

Risk is considered and managed throughout

## INDIVIDUAL ASSET RISK RATING AND CONDITION

Year of install (new assets)	2008
Purchase price (new assets)	£3200
Under warranty	No
Condition assessment	4
Business critical rating	Low
System resilient against if business critical	No
Recommended lifecycle replacement date	2025
<b>Risk rating</b>	<b>16</b>
Notes	-

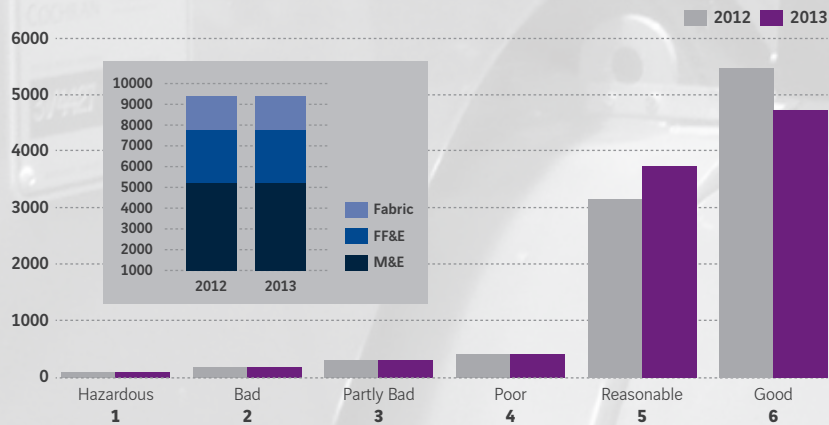


**D304012**  
**LPHW**  
**Pressurisation Unit**  
**Grundfos**  
**Duopress**  
**HQ/PRU/1**  
**LPHW PRU 0056**

**Condition 4**

**Various evidence of leaks observed**

## PORTFOLIO RISK AND LIABILITY PROFILE



We apply the same risk considerations and methodologies whether formulating asset care programmes, planning a project or simply preparing to undertake a repair: It's part of the VINCI way.

Our Asset Managers and Business Responsibility Managers turn industry leading technical and process knowledge into simple risk indicators that help our customers to prioritise planned activities, assess risk in their investment appraisals and assess the impact of an unplanned event that has occurred. What is more, everyone is supported by Performance Analysts who use software that quantifies risk so that it can be properly factored each situation or scenario being considered.

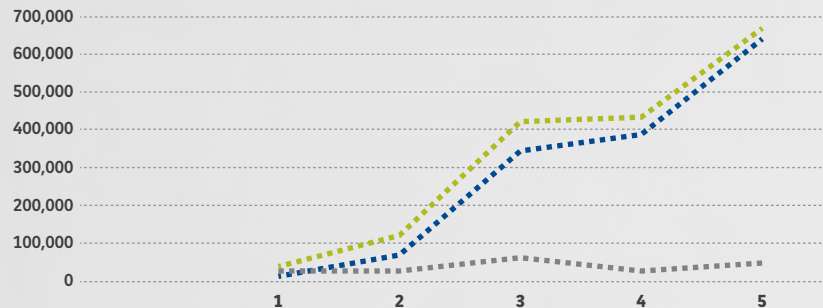
Our client representatives are able to see a complete risk and liability profile of their portfolio via regular reports and computerised dashboards at any time. Risk indicators are part of the business cases that are regularly presented by Account Managers. This way opportunities to optimise expenditure and performance can be easily examined safe in the knowledge that the related risks have been fully taken into account.

Our clients are able to see a complete risk and liability profile of their portfolio.

# Financial and Business Impact

The only surprises for our client's business' executives are nice ones

## LIFECYCLE REPLACEMENT FUND - RUN RATE AND PROJECTION



Lifecycle Fund	£36,203	£105,503	£407,319	£415,132	£685,866
Total Estimated Spend	£15,173	£85,204	£342,204	£392,204	£641,429
Variance	£21,030	£20,299	£65,115	£22,928	£44,437

## EXAMPLE BUSINESS CASE

### Business Case (BC) for Capital Investment

Client	Swindon Police HQ
Location	Quinton (Plant Room)
BC Title	Direct Drive Fan and Variable Speed Drive
BC Ref Number	1
Prepared by	Mike Harris
Brief description of business need or opportunity	Opportunity to achieve 58% energy consumption savings and 18.1 tonnes reduction in CO2 per annum compared to current system.
How does this align with our asset management plan and/or create a new opportunity to improve the net value from our assets?	Contributes to the objective to reduce energy consumption and CO2 emissions by 20% by 2013.
Brief description of recommended works (including timing and life expectancy)	Remove existing belt driven fan arrangements and replace with new high efficiency fans driven by integral high efficiency EC motors. Fan and EC motor are driven by an electronically commutated controller capable of varying the speed of the fan to match the exact existing fan duty at 100%. Fan performance is varied according to building demand via variable speed drive controlling the motor speed using frequency control.

With day to day risk and costs under control our Commercial Managers can turn their attention to the medium and long-term picture and, with our analysts, identify and evaluate scenarios for savings that would otherwise be ignored.

It is all well and good to save money this year, but at what long-term cost? That is why our Account Managers take time to really understand our clients business drivers, current challenges but also look at future objectives and impacts. They then work with our technical and commercial team to build business cases for discretionary capital expenditure or alternative maintenance programmes that our customers are able to use to create and update their lifecycle plans and estates strategies or, when appropriate, implement immediately.

Our analysts, identify and evaluate scenarios for savings that would otherwise be ignored.

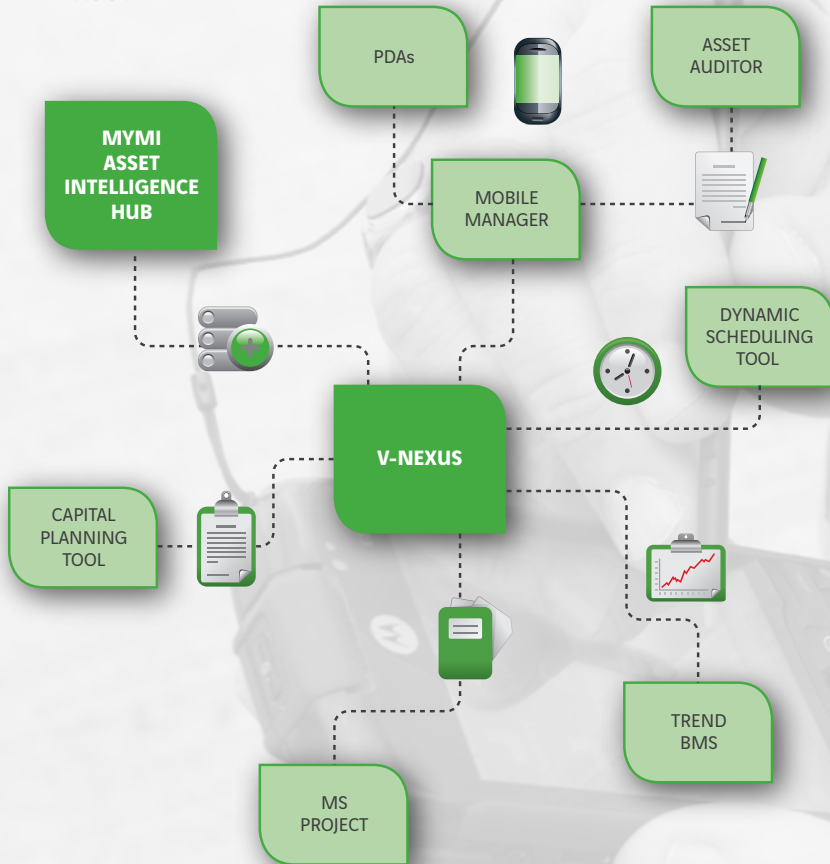




# Facilities and Asset Management Hub

Making it all happen - with integrated systems

## V-NEXUS AND MYMI



V-Nexus, our technology package comprises all the elements needed to execute the corporate asset management plan and operational decisions in a controlled and agile manner. It does this by converting pre-determined business rules, operating standards and the master programmes into daily packages of work. These are intelligently scheduled and automatically dispatched via mobile technologies directly to our field technicians throughout the day, ensuring events really do conform to plan and that they are done so as efficiently as possible.

It is through V-Nexus that information about asset performance, condition and maintenance history is updated real time. Sophisticated reporting engines allow that information to be manipulated and interrogated in a variety of reporting platforms via web based a asset intelligence hub that we call MyMI.

MyMI allows business cases to be built and decisions to be made safe in the knowledge that they are done so based upon up to date, reliable information directly from the field.

...all the elements needed to execute the corporate asset management plan and operational decisions in a controlled and agile manner.



## ASSET ATTRIBUTE AND CONDITION REPORT

Project code	N350	Thermal or automatic	-
Client	NBS	Year of install (new assets)	2008
Store number	12345	Purchase price (new assets)	£3,200
Location 1 store name	Preston	Under warranty (new assets)	No
Location 2 floor	Ground	Condition assessment	6
Location 3 room	Front	Business critical rating	Low
Asset number	32451	System resilient against failure if business critical	Yes
Manufacturer	Mitsubishi	Recommended lifecycle replacement date	2025
Model	Thermo Cool		
Serial number	ABC1234		
Unit rating / capacity	2.2KW		
Refrigerant type	R22		
Refrigerant volume by weight	3 kg		
Fuel type	-		
Day operation fuel tank	-		
Bulk fuel tank	-		
Heating / cooling	-		
Direct / indirect drive	-		
Safe working pressure	-		
Number of ways	-		
Battery type	-		
Number of zones	-		
Number of call points	-		
Number of smoke / heat detectors	-		
Number of Photon Beam smoke detectors	-		

### CIBSE GUIDE M

#### 1 Hazardous

Requires urgent attention, presents a danger if left unattended

#### 2 Bad

Whilst not dangerous must receive a high priority because of it's bad state

#### 3 Partly Bad

Affected parts should receive a high priority

#### 4 Poor

Whilst unsatisfactory, presents no immediate risk of failure, replace or repair should be considered in the near future

#### 5 Reasonable

Satisfactory, correct operation, routine maintenance only

#### 6 Good

As new and requires no attention

We understand that the quality of the information at hand is fundamental to effective asset management. Our analysts and data managers have worked with our asset and construction teams to design data hierarchies into our IT systems which mean the data we collect is consistent, logically structured and aligned to asset management thinking.

We utilise COBie (Construction Operation Building information exchange) to ensure design and build information is fed directly into our asset management system, ensuring the integrity of the original design standards.

All asset data is structured using the Uniformat II classification hierarchy and rated against the CIBSE condition Guide (M) which allows us to benchmark asset

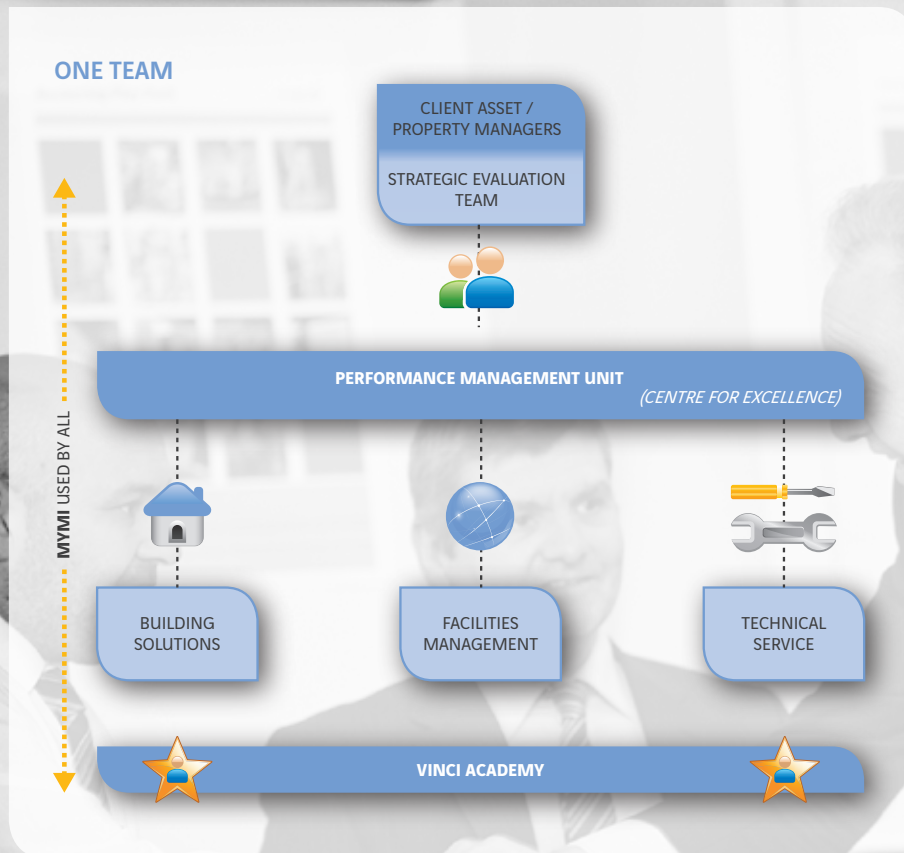
reliability at systems level or right down to major components of individual critical assets. We are also able to objectively measure the current condition of a facility, allowing comparisons both within and among property portfolios.

...allows us to benchmark asset reliability at systems level right down to major components of individual critical assets.



# Communication and management interface

Making it all happen – with an integrated, competent asset management team



We believe that it is people working together that makes things happen.

The Strategic Evaluation Team (SET) meets every month providing a single interface with our customer's Asset Managers. SET acts as an intelligent decision making body.

Our Performance Management Unit acts as the 'brains' of the structure. Analysts and Cost Planners use MyMI to look for opportunities for whole life optimisation; business risks and issues with the works programme.

The Centre for Excellence is a virtual organisation through which we pull the knowledge of and input from internal experts.

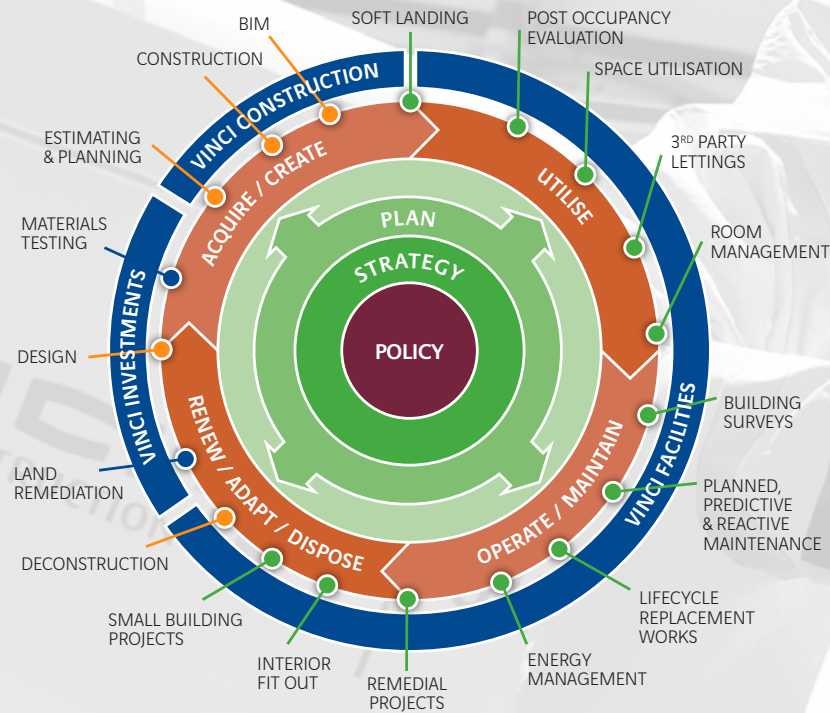
Asset Management competencies are developed in our Academy and delivered through a suite of learning modules and the Institute of Asset Management's certificate and diploma courses.

We believe that it is people working together that makes things happen.

# In Summary

Total capability across the asset lifecycle

## VINCI



### Key

- VINCI Facilities
- VINCI Construction
- VINCI Technology

VINCI provides total capability across the whole asset lifecycle. Our end-to-end solutions for the built environment can be provided on an individual basis or as a fully integrated asset management service depending upon your specific needs. Our core self-delivered services can be summarised in the diagram (left) and in the following table:

Major Services	Key	Features
Asset Management Planning	<span style="color: green;">●</span>	We will work in with your Corporate Asset Management Team and support all activities relating to asset policy, strategy and planning for your estate or can take full responsibility for these activities.
Maintenance	<span style="color: green;">●</span>	We self-deliver planned, predictive and reactive maintenance across the UK.
Space Utilisation	<span style="color: green;">●</span>	We work with you to optimise the utilisation of your space. This service includes, space planning, change management, fit out, churn and utilisation information.
Design	<span style="color: orange;">●</span>	We are able to provide multi-disciplinary design services across all stages of the design process, from appraisal through to full production information. We co-ordinate each stage of the process and have a dedicated in-house Building Information Modelling Team.
Construction	<span style="color: orange;">●</span>	We provide total construction and civil engineering capability across a full range of sectors. Our highly experienced teams managed every stage of the delivery of high value and highly complex projects throughout the UK.
Materials testing	<span style="color: blue;">●</span>	We are able to test assets and full scale building components to reduce risk, improve quality and inform design at our UKAS accredited in house test facility. Services include building pathology, weather tightness, structural, acoustic, energy and fire.



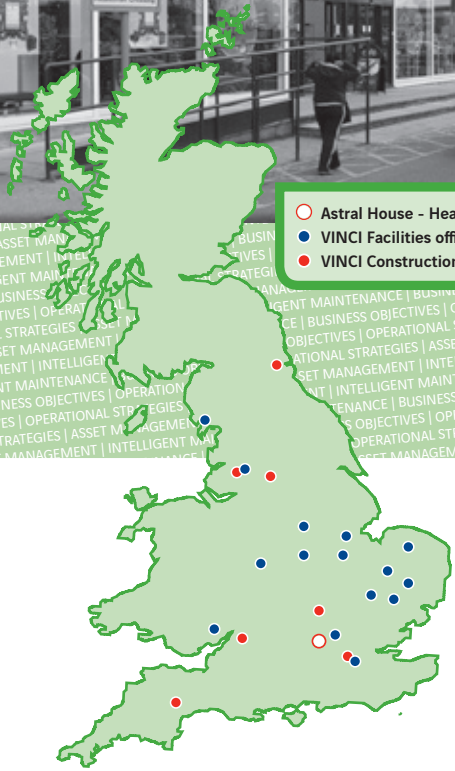
**R E A L  
SUCCESS  
IS THE  
SUCCESS  
YOU SHARE**

**Over 20 years  
experience of  
delivering property  
care services, and  
a fresh way of  
looking at things.**



**For more information please visit:  
[www.vincifacilities.com](http://www.vincifacilities.com) and  
contact us on:  
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VINCI facilities is part of VINCI,  
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