

# Capability Guide: Total Facilities Management

One provider, one answer, one solution  
– the complete and total facilities  
management service tailored to fit the  
customer's exact requirements.



REAL  
SUCCESS  
IS THE  
SUCCESS  
YOU SHARE

VINCI   
FACILITIES

**DESIGNING AROUND  
YOUR NEEDS. PROVIDING  
INDIVIDUAL TAILORED  
SOLUTIONS**

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**NOW YOU CAN CONCENTRATE  
ON THE THINGS IMPORTANT  
TO YOU AND USE OUR  
EXTENSIVE EXPERTISE TO  
MANAGE AND DELIVER AN  
EFFICIENT ENVIRONMENT.**

**REAL SUCCESS  
IS THE SUCCESS  
YOU SHARE**





# **INTRODUCTION THE VINCI GROUP**

**VINCI IS A WORLD LEADER  
IN CONSTRUCTION,  
CONCESSIONS, FACILITIES  
MANAGEMENT AND  
RELATED SERVICES WITH  
A TURNOVER IN EXCESS  
OF €33.4BN AND 164,000  
EMPLOYEES OPERATING  
IN OVER 90 COUNTRIES.**

## VINCI FACILITIES

VINCI Facilities' key messages are efficiency and cost savings, low carbon, customer service and asset management.

Our principal activities include facilities management, energy management, M&E maintenance, building maintenance, housing regeneration, capital programmes, interior fit-out and refurbishment, lifecycle and building services.

We have a strong regional presence complemented by technical experience and long term relationships with our customers and supply chain. Our aim is to create value for our customers by setting new standards for the delivery and operation of the built environment.

We are active in a wide range of sectors including corporate & financial, technical services, retail, healthcare, housing, local authorities and energy.

In 2011, our turnover was in excess of £230 million with just over 1,400 employees working within VINCI Facilities. Of these we have well over 300 people working within our Total FM sector.

## WHAT THIS MEANS TO YOU

- Financially secure.
- Expertise across the entire property asset lifecycle.
- Experience of successful major project and FM projects planning and delivery across the UK.
- Quality, safety and environment assurance, socially responsible.
- Diverse knowledge pool, transferred into best practice.
- Industry leading Technology Centre.
- Community spirit and engagement.
- People who are passionate about the built environment and service.

**MAKING YOUR OPERATION AS EFFICIENT AND CUSTOMER-FRIENDLY AS POSSIBLE MEANS GETTING TWO VITAL AREAS RIGHT; THE PEOPLE AND THE FACILITIES.**

**WITH VINCI FACILITIES YOU GET BOTH.**



# ABOUT VINCI FACILITIES

## VINCI Facilities Business Unit Structure

**Tony Raikes**  
Managing Director

**Demitri Maldonado**  
Director of Business Development

**Rory Murphy**  
Commercial Director

**Paul Goodridge**  
Divisional Director  
Facilities Management

**Gary Nunn**  
Divisional Director  
Building Solutions East

**Tony Ford**  
Divisional Director  
Building Solutions Midlands and North West

**Barry Boxall**  
Divisional Director  
Building Solutions South

**Tony Girvan**  
Divisional Director  
Technical Services

**FOR VINCI FACILITIES TOTAL FM IS NOT A CLICHÉ, IT IS A BESPOKE SOLUTION. ONE SIZE DOES NOT FIT ALL IN OUR FM WORLD. WE TALK TO OUR CUSTOMERS, CHALLENGE THEM AND CONSULT WITH THEM BEFORE RECOMMENDING AN ANSWER. AND WE DO NOT GIVE OUR CUSTOMERS WHAT THEY WANT, WE PROVIDE THEM WITH THE SERVICE THAT THEY NEED. THAT IS THE DIFFERENCE BETWEEN OUR DEFINITION OF TOTAL FM AND EVERYONE ELSE.**

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### Company Information

VINCI Facilities is an operating division within VINCI Construction UK Limited.

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### Our Mission

To be the preferred construction, facilities and associated services partner for our clients and to be the benchmark against which our competitors are measured.

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### Our Vision

To exceed the expectations of all our stakeholders.

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### Total FM Experience

We give our customers what they need – confidence, control and the assurance that their facilities will be managed effectively, in budget and in excess of their expectations. We tailor our services to fit their requirements, we work as a team to make certain the demands of the end user, whether they are shoppers, hospital patients or office workers, are respected. Our people are trained, developed and encouraged to think for themselves. We self deliver where possible, but never shy away from hiring expert help or work with existing suppliers if the client prefers it. Our approach to Total FM is a partnership that delivers a complete, total solution; not a rigid framework of management.

# TOTAL FM EXPERIENCE

Name	Contract Value £,000
Syngenta Limited	3,078,809
Sandwell Homes	100,575,979
Highways Agency	27,645,007
The Planning Inspectorate	11,111,633
Nationwide	45,121,555
Government Offices	5,832,579
Welsh Assembly Government Building	4,385,827
Welsh Water	3,997,165
Trans Pennine Housing	2,568,000
Sandwell Decent Homes Improvements	21,660,000
Veolia Corp	752,473



**WE'LL LOOK AFTER  
YOUR BUILT  
ENVIRONMENT AS  
CAREFULLY AS YOU  
LOOK AFTER YOUR  
CLIENTS.**

## **A SNAPSHOT OF THE SERVICES WE OFFER WITHIN TOTAL FM**

- Health & Safety Management
- Risk Management
- Environmental and Energy Management
- Business Continuity Planning
- Space Management
- Helpdesk
- Planned Preventative Maintenance
- Fabric Maintenance
- M&E Maintenance
- Statutory Inspections
- Portable Appliance Testing
- Security, Access and Intruder Systems
- Building Management Systems (BMS)
- Reactive Repairs and Maintenance
- Grounds Maintenance
- Cleaning
- Pest control
- Waste Management
- Reception Services
- Security Services
- Mail Services

## Contract Data Sheet

The table below shows some of VINCI Facilities contracts. We have a huge amount of experience in working with long and short-term, high and low-value contracts supporting excellence in all that we do.

Project	Contract Length	Staff #'s	Sq Meters
<b>TOTAL FM</b>			
ODA	3.5	32	12,000
Planning Inspectorate	6	26	36,522
Government Offices	4	12	15,115
WAG	5	22	23,425
Welsh Water	3	45	10,000
LUL/TfL	5	70	88,000
<b>HEALTHCARE</b>			
Princess Royal University Hospital PFI	38	26	50,312
Queen Elizabeth Hospital PFI	30	26	78,780
South Buckinghamshire Hospitals PFI	25	10	22,000
St Helens and Knowsley Hospital PFI	40	58	118,000
Taunton Hospital - Beacon Centre	30	2	4,827
Walsgrave & St Cross Hospital PFI	35	117	184,194
<b>EDUCATION</b>			
Croydon Schools PFI	30	11	11,809
Derby Schools PFI	25	63	35,000
Doncaster Schools PFI	25	44	24,000
Sheffield BSF	25	54	24,264
Glan Usk School PFI	25	3	3,651
Rhondda Schools PFI	25	44	13,839



**DELIVERING  
PROACTIVE ASSET  
MANAGEMENT  
SOLUTIONS THAT  
WORK FOR YOU.**



## CLOSING STATEMENT

Everything we do is focussed on making sure the assets of our customers are properly and effectively managed. That means not just ensuring facilities are fit for purpose, but making certain. Sustainability is a core value for all of our operations. Minimising our carbon footprint and our clients is a given - it is at the heart of our customer service mission. We always put our clients first and all of our services are underpinned by our V-Nexus software which acts as the pivot for all of our contracts activities. This aligns us closely with our customers' operations enhancing performance and empowering our teams, which means lower costs and efficient delivery. That way we exceed expectations.