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**Web:** www.vincifacilities.com

**Ownership:** VINCI PLC, VINCI SA

**Turnover:** £240m (UK)

**Staff:** 1040 Professional/management staff  
1160 Technical/services operatives

**Total Customers:** 100

## Service Profile

### FM Services

- ✓ Total FM
- ✓ Integrated services packages
- Services provided by directly employed staff:
  - ✓ Cleaning
  - Catering
  - ✓ Building services maintenance
  - ✓ Security
  - ✓ FM consultancy
  - ✓ Central help desk
  - Central monitoring 24/7
  - Project management
  - Relocation management
  - ✓ Grounds maintenance
  - ✓ Energy management

### Property Services

- ✓ Total property outsourcing
- Real estate management services
- Financing
- ✓ Asset management

### Business Services

- Office services
- Procurement
- IT/telecoms
- Serviced offices

### Major Contracts

#### Public sector:

- ✓ PFI/PPP
- ✓ Education
- ✓ Health
- ✓ Custodial/law enforcement
- ✓ Government department

#### Private sector:

- Real estate partnership
- ✓ Multi-site corporates
- ✓ Retail
- ✓ Leisure

### Geographical Coverage

- ✓ UK
- ✓ Continental Europe/Eire

### Selection of customers

The Royal Parks, Office of National Statistics, Debenhams, Welsh Government, Science and Technology Facilities Council, London Stadium, Institute of Civil Engineers, Bucks New University, St Helens and Whiston Hospital

### Company mission statement

To create and maintain great places to live and work, listening to what our customers need and providing innovative solutions that add value, delivered by excellent people who care.

### Our Vision

To exceed the expectations of all our stakeholders.



Institute of Civil Engineers



London Stadium



Canal and River Trust



Dixons Carphone

VINCI Facilities is a Facilities Management and Building Solution business, working to deliver sustainable solutions for our customers' locations and assets. As the UK arm of the wider global VINCI Group, VINCI Facilities has a wealth of international experience, enabling us to deliver property solutions beyond the scope of many FM companies.

In the UK, VINCI Facilities has experience of working with a broad range of customers in the public sector - healthcare, police, local authorities, central government departments, schools and higher education; and in the private sector - retail, corporate, utilities, manufacturing and social housing. We have the expertise to help you reduce your expenditure, improve your carbon footprint and deliver efficiencies, whilst protecting your business.

We offer a comprehensive range of Facilities Management and Building Solution services which allow our customers to realise cost savings and efficiency gains. Our management teams monitor workflow and manage performance against strict KPIs, allowing our customers cost certainty, consistency of service and improved efficiency.

Benchmarked as leaders in the Sustainable FM Index, VINCI Facilities obtained the industry's highest scores in management and governance, environmental and social criteria; demonstrating an integrated approach to sustainability from strategy to operation. This shows that our Lean Management Framework, which this rests on,

is not only effectively promoting innovative solutions for our customers but also for us.

Our mission is to create great places to live and work delivered by excellent people who care. This is driven by a dynamic culture underpinned by the need to innovate in the delivery of FM. We are able to do this by operating a sustainable business model which guides our decision making processes, balancing the economic, environmental and social factors in each decision we make. This ensures we deliver enduring opportunities for our employees, and success for our customers and stakeholders.

We measure success in our ability to deliver ongoing and increasing value to support our customers. This dynamic approach is embedded in our culture and stems from our business values:

- Excellence
- Innovation
- Integrity
- Collaboration
- Discipline

We are passionate about delivering excellence in everything we do. To do this we listen to feedback from our customers and our teams to ensure we learn and improve at every opportunity. This approach and attitude ensures we never become complacent about the work we deliver, always seeking ways to improve the services and solutions we provide. The success of this approach is evidenced in our recent customer survey, which highlights year-on-year levels of customer satisfaction across all of our business.