

## First anniversary of MOD Built Estate contract for VINCI Facilities

2 years ago



Working with



The collaboration between [VINCI Facilities](#) and the Ministry of Defence Built Estate in providing Facilities Management (FM) services celebrated its first anniversary at the beginning of April this year.

This contract, which was awarded by the Defence Infrastructure Organisation (DIO), sees VINCI Facilities managing the maintenance of over 6,200 buildings and infrastructure assets at 59 military sites in London and the South East.

The South East contract, awarded to VINCI Facilities in June 2021, is for an initial seven-year term, with three additional performance related option years. It is worth up to £1.1bn across the seven-year term, comprising £423m for the core FM contract and a potential £732m from additional works (Capital Expenditure projects).

Since the contract was awarded the focus for VINCI Facilities has been on enhancing the customer experience in all aspects of their engagement with DIO raising expectations of what facilities management can achieve through intelligent preventative maintenance, modernisation of the Defence estate's buildings, facilities, and infrastructure.

During the first year of the contract 53,512 inbound calls and 50,747 emails have been handled by the contracts dedicated regionally based Helpdesk. 88, 348 reactive work tasks have been completed in addition to the 172,292 Pre Planned Maintenance tasks which have been completed.

VINCI Facilities has also successfully proven its commitment to collaborative working have gained ISO 44001 (collaborative working) certification. DIO as an organisation already holds ISO 44001 certification.

Andy Honnor, Head of DIO South East said:

*"Working closely together, we move into year two with huge improvements and are looking forward to delivering a record sized programme. The engagement at site level, the delivery of day-to-day activity, the speed of repairs and the proactive approach has been superb. This has made a tangible difference to the state of the infrastructure on sites. We enter year two with a close and strong working relationship; our focus remains on seeking improvements to our delivery and working with all our stakeholders."*

Grant Cristall, FDIS Director VINCI Facilities said:

*"Our first year of the FDIS Built Estate South East Contract has been a steep learning curve. It has taken some time to get a number of the service deliverables up and running successfully in this ground-breaking Contract, but with the support of DIO and our military customers we enter year two in a good place."*

*The employees who transferred into VINCI are now settled, and together as a team we are really getting to grips and delivering on the objectives set for FDIS in the South East region."*