



# Shell

The world-leading fuel retailer Shell required a sector-leading FM provider that could provide transparency of costs and a commitment to creating ongoing efficiencies through the use of innovative technologies.

## The solution

VINCI Facilities was awarded the £60m contract to deliver hard FM for Shell's 562 service stations across the UK, with an open book approach ensuring full visibility of costs.

The following initiatives have proven vital to the contract's ongoing success:

### Rapid mobilisation

VINCI Facilities began by TUPE transferring the majority of personnel from Shell's previous FM provider to create an 84-strong contract team. The retained knowledge was overlaid with VINCI Facilities' innovative culture to enable an effective transition.

### Digital technologies

To maximise efficiency, VINCI Facilities developed a bespoke Check In Check Out app, which enables engineers and supply chain personnel to digitally check in/out at Shell's facilities via store tablets. Engineers' accreditations, qualifications and credentials are instantly viewable for verification by Shell's retail team, while integration with VINCI Facilities' CAFM system ensures data is delivered in real time.

In addition, the contract utilises MYMI – VINCI Facilities' bespoke reporting and analytics platform. This unique system provides a holistic high-level dashboard, enabling both parties to gain a real-time view of the contract's performance and to identify opportunities for Lean initiatives.

### Continuous improvement

Initiatives designed to ensure continuous improvement include:

- » The adoption of a balance scorecard mechanism, driving performance against KPIs. To date, VINCI Facilities has continually performed above its baseline requirements.
- » The engineering resource has been regionalised and consolidated in order to drive efficiencies.
- » A SPRINT (Strategic Performance in Near Time) dashboard enables the productivity of engineers to be monitored and benchmarked.
- » Through strong collaboration with retailers, Shell's team have been trained to conduct basic tasks in-house, in turn reducing engineers' site attendance.
- » Capital expenditure projects have been identified and delivered, in turn reducing ongoing maintenance costs.
- » Digital platforms (e.g. MYMI) have been introduced to automate processes and report creation.

## KEY RESULTS

-  69,000 work orders completed per year.
-  8% increase in work orders completed per day.
-  25% reduction in site downtime.

-  Zero lost time injuries and environmental incidents.

-  Cost savings of >£1m.

-  99% of Shell's retail staff are 'satisfied' or 'very satisfied'.  
(Satisfaction data is captured via the app at the end of every job.)

-  VINCI Facilities' app shortlisted in the IWFM Awards. 

**"VINCI Facilities' unique Check In Check Out app enables our team to easily and effectively monitor performance and adhere to compliance. This simply wouldn't have been possible without VINCI's involvement."**

Richard Parkinson, FM Contract Manager, Shell.

