

How our Innovative QR Fault Reporting Tool is Streamlining the Reactive Maintenance Process at HS2's Super Hub at Old Oak Common Station



Background

High Speed 2 (HS2) Old Oak Common (OOC) Station, is the London interchange station of the UK's second high-speed railway with Phase 1 running from London to West Midlands and Phase 2 onwards to Manchester and Leeds. The station will be one of the best-connected sites in Europe with links to central London, Heathrow, West of England and Wales, West Midlands and Northern England.

The station, anticipated to be one of the most environmentally friendly buildings in the UK, will combine an exemplary, high class, passenger, retail & leisure experience for all visitors to the station. The new station will be the physical manifestation of the HS2 Design Vision, founded on HS2's values and principles around People, Time & Place.

Our Involvement

In September 2021, AEFM was awarded a contract with HS2's construction partners, BBVS (a JV between Balfour Beatty, VINCI and SYSTRA) to deliver FM services to Old Oak Common's welfare and office accommodation used by all HS2 personnel, contractors, suppliers and stakeholders

involved in the delivery of the HS2 project. BBVS were looking for a cost-effective solution to the maintenance needs of both the building services and the building user by operating a maintenance regime to sustain the building environment.

Planned Preventative & Reactive Maintenance

A dedicated highly talented site-based engineering team, supported by mobile and specialist sub-contractors deliver a comprehensive planned preventative maintenance and statutory compliance testing schedule as well as reactive maintenance, PAT, small project works and repairs for all building services equipment and plant associated with the mechanical, electrical, fire and public health engineering systems servicing the site office accommodation.

Joblogic CAFM System

All maintenance activity is managed through our CAFM system, Joblogic, which integrates seamlessly with our 24/7 ServiceDesk for the effective control of all maintenance processes, task issue, resource allocation, procurement, cost management and reporting.

Contract Statistics

Client: Balfour Beatty VINCI SYSTRA JV (BBVS)

Project Title: HS2, OOC

Type: Maintenance services

Value: £432K p.a.

Location: Old Oak Common Station, Ealing, London.

Award Date: Sept 2021

Term: 5 years

Delivery: Self delivery & specialist sub-contractors

Hard FM Services

- Planned maintenance services to all Mechanical, electrical & Public Health plant installations & equipment
- Reactive maintenance, small project works & repairs inc. plumbing, decorating
- Statutory testing/inspections
- Portable appliance testing
- Fire protection services

Other Services:

Cleaning of all welfare/office accommodation, office waste & recycling, pest control, feminine hygiene, clinical waste disposal, front of house services, meeting rooms management, post & portorage & consumables management.

Award Winning Team

With safety our top priority, BBVS recently presented us with a '**Contractor of the Month**' Award. This prestigious, highly coveted award commends contractors for exceptional H&S performance and is a major achievement, especially given the stiff competition against much larger contractors on site.

Case Study

HS2 OLD OAK COMMON



Effective Engagement

Our dedicated, site-based Account Director, Sharon Bennett, oversees the delivery of maintenance services across the estate. Her team are highly collaborative, working tirelessly to ensure effective engagement with all stakeholders on site to ensure the successful delivery of all the maintenance activities being undertaken on BBVS's behalf.

With a visible presence on site, Sharon also ensures regular daily/weekly/monthly engagement with BBVS. This includes a monthly contract review meeting with BBVS to review a summary, in report format, of our progress on all maintenance activities underway at OOC supported with statistics taken from our Joblogic CAFM system to enable a comprehensive review of our performance against agreed contract KPIs. Month on month, our team consistently meet or exceed agreed KPI performance targets.

PFM Awards Finalist 2023

Our Account Director, Sharon has been short-listed as a 'Finalist' this year's upcoming PFM Awards, after a joint nomination by AEFM & BBVS. They commended her commitment, performance, innovation, and for going above and beyond in her work for BBVS. This is reflected in the high level of client and team feedback and awards received both personally and for her team regarding the way the contract is operated.

Customer

Indeed, a recent testimonial received by our BBVS client, commended:

"...a very professional site leadership team (excellent values and behaviours) with engaging support from CEO."

Nurturing Talent with Apprenticeships at OOC

As members of The 5% Club, which drives momentum into the recruitment of apprentices, AEFM currently sponsors 3 team members, based at OOC through our Apprenticeship Scheme. With support through formal training, shadowing and hands-on experience, our apprentices are playing a vital part in transforming service delivery at OOC.

Flexible, Adaptable Service

Our service model has been uniquely tailored to support the way that the buildings are used and to meet the exacting level of service required by BBVS for OOC. We have closely examined every service line to drive continuous performance improvements, cost savings and value for money for OOC using innovative, sustainable, energy efficient technology.

Innovative QR Reporting Tool to streamline Reactive Maintenance at OOC

A key challenge in delivering M&E Services within such a busy office environment is ensuring a swift response to reactive maintenance requests to ensure safety and continuity in building services and facilities.

Our on-site maintenance team deliver regular PPM/inspections of all building assets.

However, OOC colleagues may be first to spot a leaky tap, or a flickering light, for eg., quicker than a member of our team. We recently introduced our innovative QR Fault Reporting Tool at OOC, which allows staff to quickly report any fault by scanning a QR code within a defined area (i.e. 2nd floor toilet, 3rd floor meeting room) canteen) using the 'QR Reader' app on their smartphone. This then automatically generates a reactive work request (as a pre-populated email, which is then sent directly to our Service Desk for resolution, streamlining the reactive work request process. Data gleaned from our QR Reporting system is analysed to identify reoccurring issues to identify areas for improvement, ensuring we address the issue, not the symptom, which in turn increases long term stakeholder satisfaction.

We have since received positive feedback through BBVS's 'Good Practice Report' which recognises service partners who go the extra mile to drive continuous improvement in service delivery, from one of our client's stakeholders, who reported a noticeable improvement in our reactive maintenance response times as a result of the introduction of this innovative initiative, and others, on site.



AEFM's Innovative QR Reporting Tool