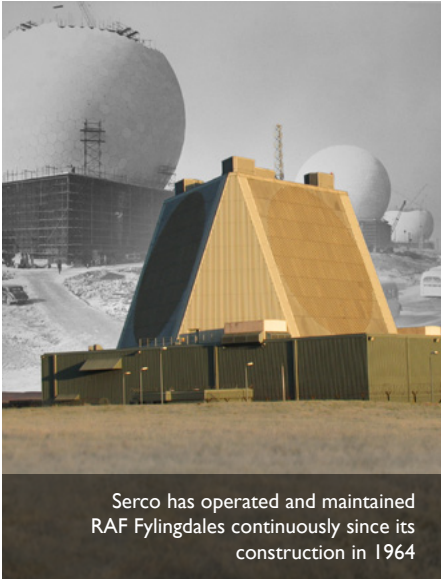


Introducing an exciting new  
defence service company...

VIVO:

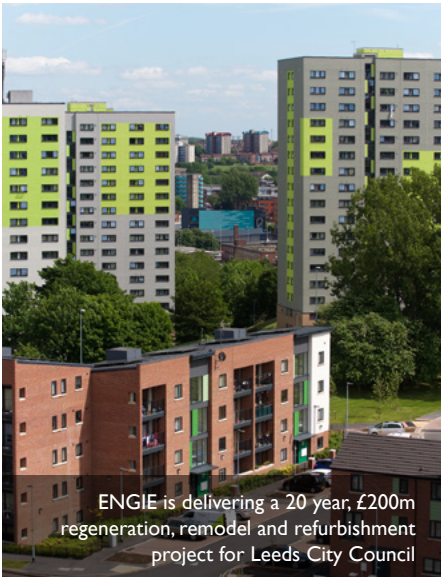
Dedicated to a better service life

Optimising the lived experience where service personnel LIVE, WORK &  
TRAIN and supporting DIO to enable defence capability



Serco has operated and maintained RAF Fylingdales continuously since its construction in 1964

**Serco has 55 years' experience delivering services to Front Line Commands** - Ensuring VIVO has a deep understanding and appreciation of the military ethos, its culture, operational practices and structures.



ENGIE is delivering a 20 year, £200m regeneration, remodel and refurbishment project for Leeds City Council

**ENGIE has 90 years' experience in delivering housing regeneration services** - Giving VIVO extensive experience in improving the lived experience for service families.

**Serco : Engie**

## WHY VIVO?

VIVO, a 50:50 joint venture between Serco and ENGIE, has been awarded places on the Defence FM and Housing Maintenance framework contracts.

VIVO embodies both experience and innovation. It combines Serco's comprehensive track record delivering engineering, technical and FM services to the UK MOD for over 55 years with ENGIE's market leading FM, energy, asset optimisation and regeneration capabilities.

Together, we bring a deep understanding and appreciation of the military's ethos, culture, operational practices and structures to create an organisation that will work side by side with our partners, customers and service users to achieve their goals.

VIVO's focus is on improving customer service. Introducing smart building management technology will optimise asset performance, reduce operational costs and improve MI, all with the aim of enhancing the user experience.



**We are dedicated to the MOD**

A new company that exists to manage the built estate in which the Armed Forces LIVE, WORK and TRAIN.

A fresh approach combining the best of Serco and ENGIE experience and innovation in Asset Optimisation, Housing maintenance, Technology, Regeneration, Energy.

**We are a customer centric organisation with a whole force commitment**

A deep understanding of MOD culture, ethos, structure and practice through 55 years of service delivery to the MOD.

A technology enabled commitment to improving customer satisfaction levels, asset efficiency and user productivity, through a whole force approach.

Embedded within MOD to serve all customers through our community and social value initiatives.

**We deliver services in a smart, innovative way**

Deployment of a new market leading asset management approach that puts data at the heart of everything we do.

Investment in innovative technologies to deliver asset performance and reduce cost.

Investments to enable the MOD to meet its sustainability commitments.



Serco is a FTSE 200 company that specialises in the delivery of essential public services with over 50,000 people working across the World in Defence, Transport, Justice, Immigration, Health, and other Citizen Services across national, state and local government.

With a broad cross sector and international experience Serco can transfer emerging best practice, share new service innovations and improve the performance of the public services they manage.

VIVO works with Serco's ExperienceLab to design service solutions that enhance the lived experience for Service personnel and their families living, working and training across the defence estate.



Serco has delivered an extensive, high-quality, 24/7 Hard FM service for the Skynet 5 programme since 2003

Serco has extensive UK and global experience delivering built estate FM services to Defence customers.

VIVO draws on Serco's FM capabilities, gained from delivering support services to critical national infrastructure.

- **55 years'** experience supporting the UK MOD
- **£1 Bn** defence revenues and **£750m** FM revenues globally
- **>10,000** homes maintained
- **£3Bn** revenue public service company
- **ExperienceLab** - Serco's unique inhouse customer experience research capability

ENGIE is a Leading UK provider of FM, housing and low carbon energy across Defence, Government, and Private Sector. A leading innovator in SMART building technology, ENGIE helps maximise asset performance, reduce operational costs, improve MI and enhance the user experience.

ENGIE is the 2019 #1 independent energy provider and #1 in the FM sector sustainability performance which gives VIVO access to unrivalled experience and capability to help meet the MOD Zero Carbon, service family and Sustainability ambitions.

ENGIE has extensive experience in design, finance, and the building and operation of infrastructure, as well as low carbon energy schemes and services at scale, across the world. VIVO draws on these expertise to develop highly efficient and cost-effective services to the MOD.

ENGIE has extensive experience in the design, financing, building and operating of low carbon energy saving and generation schemes across the world.

This gives VIVO access to unrivalled experience and capability to help meet the MOD Zero Carbon and Sustainability ambitions.



ENGIE managed into delivery the 5 MW Tunbridge Wells solar park, providing enough energy for 1,400 homes and saving c.20,000 tonnes of CO2 per annum

- **25 million sqm** managed space **c.£1.5 bn** FM revenues in the UK
- **£750m** defence revenues globally
- **2.2 GW** low carbon energy generated in UK
- **£3.3Bn** revenues in the UK, **£60Bn** globally in energy and support services
- Manage and maintain **100,000** homes

## VIVO Vision and Values

“ VIVO is committed to enabling Defence capability through maintaining and enhancing the built estate in which our Armed Forces live, work and train. ”



### Caring

We care about our customer, our people and the environment



### Open

We work openly and with integrity, harnessing a culture of trust



### Collaborative

We work together to share insight, solve problems and innovate



### Agile

We are flexible and can adapt to changing needs

**VIVO:**

Serco : Engie