We are pleased to present our *Partnership Report Card*, our December 2017 monthly update for Western Kentucky University.

We are proud to be your partner and appreciate the opportunity to help you achieve your strategic goals. Our goal is to continually drive student engagement, recruitment and retention by improving Quality of Life for the WKU community.

Sincerely,

George Dowling
Director of Facilities Management

OUR WKU MANAGEMENT TEAM
How Diversity and Inclusion Can Add Value on Campus

Creating a campus environment that embraces and encourages diversity and inclusion is an important step in enhancing quality of life on campus. The value of diversity and inclusion can be tremendous; blending varied abilities, perspectives, and backgrounds to leverage collective insights can improve employee, client, and customer satisfaction and yield greater innovation and better organizational results. However, bringing individuals from a variety of backgrounds together in a way that best supports the success of your campus can be challenging and requires the right tools, resources, and expertise.

For nearly two decades, Sodexo has been at the forefront of leadership and innovation in diversity and inclusion, garnering more than 100 external awards and recognitions. These awards continually drive our organization toward innovation and help us gain expert insights on ways to do even more to support diversity and inclusion.

By collaborating with college leaders to develop campus-wide diversity and inclusion plans, we can help you achieve your goal of enriching the campus experience for students, faculty, and staff. We provide extensive training at all levels, educating employees on how to implement diversity and inclusion programs, communicate effectively, and further their diversity and inclusion journey. Customized plans to advance your diversity and inclusion efforts focus on:

- D&I executive planning and development
- Diversity learning solutions
- Supporting and augmenting existing D&I programming on campus

To learn more about how we can work together to create an environment that reflects and celebrates the variety of backgrounds found on campus, please contact Mike Aguilera at mike.aguilera@sodexo.com.

As of 2016, ethnic minorities make up 42% of students enrolled in an undergraduate program in the U.S. – up from 30% in 1993.

Enrollment of international students in the U.S. has increased by 70% since 2005.
The Safety focus this month was on Holiday Safety, Cold Weather Safety, and Prevention Slips, Trips, and Falls. Supervisors spent time with their employees during the winter break to focus on these safety topics.

We continue to conduct Job Specific training to our workers through our custodial methods of the week that focus on certain job specific skills.

Sodexo Ambassador Training was conducted to all Sodexo employees discussing what Sodexo does and how we improve Quality of Life.

Safety Incentive Award Winners for December

$25 Gift Cards provided by Sodexo:

Yoana Fonseca (Bld. Svc)   Margaret Jacko (HRL)
Katelyn Garrison (Bld. Svc) Shelia Beasley (HRL-Maint)
Virginia Haynie (Bld. Svc)  Eric Belt (Maint)
Tammy Zechman (Bld. Svc)   James Daniels (Maint)
Courtney Martin (Grounds)  Jeff Holdcraft (Plant Ops.)
Our Safety Culture has changed this past year with some remarkable results. Safety Incident rate has been reduced by more than 50% from last year. Chart below shows Safety Incident by Department from the year 2016 to 2017. Total Safety Incidents were 45 in 2016 and we finished up 2017 with only 20.
### December 2017
#### Work Order Statistics

**Historic Status of Work Orders Received**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Received</th>
<th>Open</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>#</td>
<td>%</td>
<td>#</td>
</tr>
<tr>
<td>(All Other Priorities)</td>
<td>65</td>
<td>7</td>
<td>58</td>
</tr>
<tr>
<td>Deferred</td>
<td>6</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Emergency</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Low</td>
<td>147</td>
<td>21</td>
<td>126</td>
</tr>
<tr>
<td>PM-Monthly</td>
<td>527</td>
<td>299</td>
<td>318</td>
</tr>
<tr>
<td>PM-Weekly</td>
<td>62</td>
<td>28</td>
<td>34</td>
</tr>
<tr>
<td>Project</td>
<td>11</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>Routine</td>
<td>1323</td>
<td>294</td>
<td>1029</td>
</tr>
<tr>
<td>Safety Issue</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Special Event</td>
<td>19</td>
<td>7</td>
<td>12</td>
</tr>
<tr>
<td>Urgent</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Total:</td>
<td>2164</td>
<td>573</td>
<td>1591</td>
</tr>
</tbody>
</table>

---

**December 2017**

**Work Order Stats by Shop**

**Historic Status of Work Orders Received**

![Bar chart showing work order counts by shop for Open and Completed statuses]
Our new award winning Sodexo Customer Experience program is designed to put our guest first. Empowering our employees at all levels of our organization builds upon our rich service history of thinking of our guests first. Creating positive and engaging interactions with everyone we have the opportunities to serve is just part of what we do to improve the Quality of Life on campus.
GAMEDAY RECYCLING CHALLENGE

TOTAL RECYCLING
WKU moved up 17 places from 35th in 2016 to 18th in 2017!

DIVERSION RATE
WKU moved up 5 spots from 26th in 2016 to 21st in 2017!

OVERALL
10% increase in Diversion rate from 2016 and 5% increase in total recyclables captured!

WKU recycled 70.7% of recyclables throughout the 2017 Football season -- Go Tops!
A big "THANK YOU" to the Grounds Crew, ESA Teams, and Concessions for making this team effort a huge success!
We are building a better tomorrow for everyone

The world is changing. Population growth, environmental issues and social shifts are changing the way we live and work. Businesses have to change too.

75 million customers

425,000 employees

Over the past 50 years we have built a business that enhances quality of life. Our Better Tomorrow 2025 commitments help us continue that journey to make life better for individuals, communities and the environment. Our nine commitments are centered around:

Gender | Hunger | Waste

To learn more visit Sodexo.com/bettertomorrow
Utilities Summary

- Electrical consumption decreased 1.3% in November of 2017 compared to the same period in 2016. Cost decreased by less than one half percent or $124. KW demand decreased by 17.2%. There were 485 heating degree days in November compared to 405 in 2016, and, there were 9 cooling degree days compared to 14.

- Electrical consumption increased 3.8% in December of 2017 compared to the same period in 2016. Cost increased by 1.2% or $3,770. KW demand increased by 1.5%. There were 860 heating degree days in December compared to 811 in 2016, an increase of 6%. There were 0 cooling degree days for the month.
**Completed Projects:**

**Plant Operations**
- Implemented Christmas Break Building Automation System setback scheduling
- HRL emergency generator PM’s were completed
- Owner Training for Ogden Science Building
- Implemented Christmas Break lighting schedules for all ground level parking areas

**Area Team ONE**
- Completed Most of the P.M.’s on Equipment for the month of December at Jones Jaggers.
- Completed Tim’s Safety training for the month of December (Cold Weather).
- Completed Tim’s Building inspection for the month of December (Knicely Center).
- Completed Winter Break utilities shut down within Area Team 1.
- Rebuilt domestic hot water recirculation pump at Tate Page Hall.
- Assisted carpet contractor at Jones Jaggers rm. 111.
- Installed 2 new water coolers at PHAC health & fitness area.
- Completed P.M.’s at Ransdell Hall.
- Performed building walks during time off at Christmas break.
- Took ownership of PS3.

**Area Team TWO**
- Replaced cracked drain trap on the 3rd floor at Smith East.
- Pump #1 in the lift station at DSU went bad. Pulled the pump and set controls to run on pump #2. Replacement pump has been ordered.
- Completed handrail and concrete inspection at Smith Stadium.
- Power outage affecting PFT and Baseball on 12/12/17. Contractor needed to re-tap the transformer for the fire pump at PFT.
- Removed the dock leveler at SSB so it could be rebuilt. Installed once it came back from Wimpee’s Welding.
- Commencement on 12/9/17. Also had 8 basketball games throughout the month.
- Finalized winterizing the buildings for Winter Break.

**Area Team THREE**
- Farm- Repaired broken water line
- Farm- Installed new electrical outlet for recycling machine.
- Craven- Replaced water damaged ceiling tiles around windows
- Farm -Machine shed-Repaired outside light
- Farm- Repaired all hanging gas heaters that was not working.
Area Team FOUR:
* Installed handicap bars on toilet in Planetarium
* Replaced VFD for ventilation system in GCC kitchen
* Removed and replaced several stained ceiling tiles in ground floor women’s restroom at TCCW
* Shut down buildings for Christmas Break

CENTRAL TEAM:
* All roof PMs completed
* All Vehicle PMs completed
* Office in Cherry Hall painting complete.

GIS
* Completed all utility locates
* Completed all map requests
* Completed all PM additions and revisions in Maintenance Connection
* Created database for generator information
* Updated missing locations and other asset information in Maintenance Connection
* Updated the winter weather response plan maps
* Created an interactive map for the winter weather response plan
* GPS and updated GIS of new storm line at Mimosa Alley
Gen Z is the most anxious generation to arrive on campus yet according to Sodexo’s 2017 International University Lifestyle Survey; their expectations are more fluid and immediate than previous generations. This is contributing to increased stress levels among students and motivating universities and their partners to consider a whole new model of service. This survey reveals there are some factors you can predict, from financial burden to good wi-fi, but some you cannot, like the importance of a friendly atmosphere or dedicated space for collaboration.

Sodexo has conducted a University Lifestyle Survey in the U.K. biennially since 2004, identifying and tracking trends in key non-academic areas of university life as experienced by undergraduate students. For the first time in the report’s 14-year history, and in response to a more global higher education sector, we have conducted the survey on a worldwide basis, polling more than 4,000 students in six countries around the world (China, India, Italy, Spain, the U.K. and the U.S.).

This report tracks the undergraduate student journey, providing valuable insights and identifying key trends in non-academic areas of university life. Sodexo is committed to consumer insights; in a data-driven world, it is important to collect information, analyze findings and draw insights/conclusions that help us continually expand and adapt to ensure student needs are being met.

Key findings that could impact an institution’s ability to attract, engage and retain students include:
43 percent of U.S. students decide where to attend college based largely on their first impression of the campus.
83 percent consider a friendly campus environment more important than a university’s reputation.
86 percent of U.S. students study alone in their rooms (higher than any other country surveyed), completely missing the opportunity to collaborate, share knowledge and engage socially with others.
Nearly 50 percent are concerned about day-to-day finances; 19 percent say they are extremely concerned. This is almost 20% higher than their counterparts in the U.K. and China.
Of the 35 percent of students who have considered dropping out of college, nearly half say it is due to financial problems.

Download the complete survey and read more insights about our findings at www.sodexoinsights.com.
HRL continues to work on improving the quality of life for our residents that live on campus.

**HRL Maintenance Completed Projects:**
Housing and Residence Life team continues to go through buildings and fix problems as they arise. Also assisted contractors with various projects. HRL team repaired the leak on 2” hydronic line in Bates in the Subway ceiling. HRL drained Hydronic system at Zach, flushed out the system and refilled with Water and Glycol to appropriate freeze protection. Checked all window bolts at PFT to ensure they were in and wouldn’t come open during high winds in preparation for break and winter months. HRL received all filters and placed them in the buildings for the upcoming filter change. Assisted in transition of directional dorms from boilers to steam plant. HRL has set up schedules to have Maintenance walk thru buildings and check mechanical rooms during the break period.

**HRL Housekeeping Completed Projects:**
- Kentucky Street apartments 1355- We cleaned all guest room apartments.
- Gilbert Hall – extracted all carpet (4 floors), Buff Kitchens 1-4
- Gilbert Bathrooms Scrubbed with i-mop
- Rodes Harlin - Terrazzo buffed and resealed
- Kitchens foyers and lobby area all scrubbed and waxed, cleaned outside lobby glass.
- McCormack –Walls Washed in hallways.
- Northeast- Carpet north side 1,2,3 and east side 1,2,3
- Southwest,- south 2,3 West 2,3
- Gilbert Bathrooms Scrubbed with i-mop
- 1350 Ky. Street apt. List are in the process being cleaned
- 1355 Ky. Street apt. are in the process of being cleaned
- Minton Hall all bathrooms were scrubbed and grout sealed
- Lobby bathroom included
- Poland –Stripped and waxed floors 2 through 9 in front of elevators, buffed in front of elevators 2 through 9 floors, scrubbed out bathroom floors 2 through 0, and cleaned carpet on floors 2 through 9.
- Barns –Scrubbed bathroom floors 2 through 9, buffed in front of elevators on floors 2 through 9, and cleaned carpet on floors 2 through 9.
- Bemis – Scrubbed bathroom floors 2 through 9, buffed in front of elevators on floors 2 through 9, and cleaned carpet on floors 2 through 9.
- PFT –Scrubbed lobby and lobby bathroom floor, detail cleaned bathrooms 2 through 26 floors, and detail cleaned kitchens 2 through 26 floors.
- Keen—Buffed in front of elevators 2 through 7 tall side, scrubbed bathroom floors 2 through 7 tall side and 2 through 4 short side, cleaned carpet in lobby and cleaned carpet on floors 2 through 7 tall side and 2 through 4 short side.
In September, Sodexo launched the 2017-2018 edition of President to President, a higher education thought leadership series written by university presidents for university presidents. This year features 10 chapters containing insights from university presidents regarding disruptive innovation and its ability to shape next-generation campuses and enable student success.

To learn more, visit President2President.com.
OUR DFM MISSION

Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we will provide the most efficient and effective routine and preventative maintenance services needed to support the educational goals of Western Kentucky University.