Executive Review

This Executive Review provides our partner, Western Kentucky University, with a comprehensive summation of Facilities Management accomplishments for 2012.

- Mission Statement
- Sodexo’s value to WKU
- Cost Savings Initiatives
- Training
- Safety
- Professional Development
- DFM Appreciation Activities
- Work Order/Preventative Maintenance Statistics
- Quality Assurance
- Financials
- Utilities
- Sustainability
- Accomplishments
- Objectives for 2013
Facilities Management

Mission Statement

Guided by our shared values, 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 WKU.

At our Sodexo 2012 National Meeting, out of 200 facilities accounts in the U.S., Sodexo awarded our WKU Account with the 2012 Best Program Award.
The Sodexo management team partners with Western Kentucky University to create a highest quality of life on a very dynamic and comprehensive university campus.

The Sodexo management team firmly believes that our Department of Facilities Management front-line employees are our greatest assets. We intentionally care for them by keeping them safe, developing them professionally and creating service orientated teams by our daily huddles, and our one-on-one coaching.

The Sodexo management team looks to the future with innovation as our focused pursuit such as in the areas of energy management and a vision of landscape that endears with pride the retention of students.

The Sodexo management team considers sustainability as a core to our management of Western Kentucky University’s resources. We continue to improve our initiatives in recycling, reuse/repurpose campus surplus, material handling, storm water management, student research interns, Green Tour Signs, the Campus Beautification Fund, and the communication of these initiatives to the campus at-large.

The Sodexo management team continues to be engaged with the Warren County community at large, with student mentoring, Bowl for Kids Sake, multiple food drives and involvement with the American Heart Association and Community Options 5K run.

The Sodexo management team is proud to be the strategic partner with Western Kentucky University
Cost Savings Initiatives

✓ Utilizing Sodexo discount opportunities, savings for the university has been achieved. A current example of the savings from this program was the purchase of a Tennant T3 Scrubber (Green Cleaning Technology) Most of our janitorial equipment is purchased this way, due to the substantial cost savings Sodexo brings to the table.
   ▪ Example: List Price Scrubber: $8451 vs Sodexo Price: $5351  (Savings to the university: $3,100)
   ▪ Example: Boost Floor Stripper Machine List Price; $2837 vs Sodexo Price $1766 (Savings to the university $1071 per machine)

✓ Utilizing Sodexo’s TPC On-line training for professional development to our DFM employee we have been able to provide this at no cost to our client. PC Online™ is a web-based learning platform providing access to TPC technical skills and safety related courseware, assessment tests, and on-the-job training guides. Designed for the individual and organizations, TPC Online™ is a true learning management system that is often utilized as a total training solution. It is available 24-hours a day, from virtually anywhere users have access to the internet using a web-based browser. 2012 savings to the university utilizing TPC $5,319

✓ Under the Sodexo Management, through monitoring and more efficient scheduling, DFM was able to reduce their overtime expenses by 13% for Fiscal Year 11/12 from previous Fiscal Year. Savings to the university of $58,185

✓ At no additional cost to the university, we continue personal development of our Sodexo WKU Management Team. With this in mind we have had several graduates from the APPA Institute and APPA Leadership Academy, Our training coordinator obtained her OSHA 10 Hour certified trainer credentials and an ASTD Training certificate completion. ASTD Training Certificate content is practical and grounded in the real world, not just academic theory. ASTD uses all of the latest tools and research available to deliver training that delivers results on the job. The ASTD Training Certificate focuses on what happens before, during, and after you deliver training, and what to do if training is not the right solution, our director obtained his Certified Facilities Manager credentials and our grounds manager has obtained his Registered Landscaping Architect credentials. As we continue to raise the bar at DFM, we do so as managers too.

✓ We continue to look for ways to save the university utilizing our Sodexo purchasing contracts when feasible. But, by also being good stewards of how we manage and purchase on a daily basis and to continue to operate in compliance within our Kentucky State Procurement polices. We utilize state pricing when available and also continue to look for innovative ways to work smarter not harder and still be procurement smart.

✓ Sodexo Managers working with our WKU Workman’s Compensation Manager were able to work together and partner DFM and HR together, implementing a joint funding slip-resistant shoe program to our housekeepers. As a result of providing this program to our BSA’s and Groundskeepers we have had a reduction of $13,607 in slips and trips claims from previous year.
Safety 2012

DFM Safety Comparisons for the last 3 years.
Note: All 4 categories have improved for 2012. **DFM W/C claims for 2012 were reduced by $34,155 from 2011.** We continue to make Safety our #1 priority for our DFM Staff. We provide them with required OSHA trainings, safety equipment, along with monthly and weekly trainings throughout the year.

![Total W/C Claims Occurring per 200,000 hrs Worked](chart1)

![Total W/C Claims Cost Occurring per 200,000 hrs Worked](chart2)

![OSHA Recordable Injuries per 200,000 hrs Worked](chart3)

![Lost Work Days Occurring per 200,000 hrs Worked](chart4)
Training Schedule for 2012

Estimated Safety Training hours provided: 3,636 Hrs.

January
PPE (Personal Protective Equipment)
Hand Protection
Emergency Action Plan Review
Safety Committee Meeting

February
Bloodborne
Hearing for Grounds/audiograms due this month
Vehicle Safety, Review annual Drivers responsibility Form

March
Electrical Safety
Asbestos Awareness for all
Asbestos training as required

April
Hazard Communication/MSDS/Chemical Inventory Updated in Books

May
Hand Tool Safety
Ladder Safety
Do Inspections on your ladders in your departments and give sheets to Stockroom for filing
Fit test for respirators – Steam Plant, Paint shop, HVAC, Plumbing and Pest Control
Hand Safety: Cuts and Amputations – Grounds

June
Heat Exposure Safety
Workplace Violence Review
Forklift recertification

July
Compressed Gas Cylinder Safety

August
Maintaining good Housekeeping: A clean worksite is a Safe worksite
Harness Inspection/Boom Truck/Scaffolding Inspection and record sheet update
Confined Space/Fall Protection/Aerial Lifts

September
Annual Accident Prevention Review signed
Lockout/Tagout

October
Fire Prevention
Fire Extinguisher review with EH&S

November
Back Safety: Prevent back pain

December
Slips, Trips and Falls
Happy and Safe Holiday!

Additional training provided to our BSA’s
52 weeks of Sodexo’s Method of the Week – Cleaning techniques /processes
provided to all our custodial staff
Total training hours 4,940

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Professional Development attended in 2012
Sodexo/WKU Management participated in the following conferences and certification programs, sharing ideas, best practices and networking with other institutions which in return were able to come back and share their experiences with our WKU staff and community.

APPA Institute
APPA Leadership Academy
ACUHO Conference
KY CCPS Annual Conference
AASHE National Conference
Sodexo SEED Conferences
LEED Continuing Education
Support to other Sodexo Accts
CFM certification, Director
Registered Landscape Architect, Grounds Mgr.
OSHA 10hr Certified Trainer, Training Mgr.

Other Training Provided throughout the year
• CPR/AED and First Aide
• GED
• Sodexo’s Online TPC training Modules
• Continued Education for our Skilled trades
• Computer Skills Development Training
• New Hire Orientation
• New Hire Safety Orientation
• Working on Career Paths for our DFM staff
DFM Appreciation Activities in Partnership with Sodexo

✓ Holiday Turkeys given out to all Facilities Management Staff and to some of our key partners on campus purchased by Sodexo
✓ DFM Biggest Loser contest held in January 2012. Awards given to those with the biggest percentage of weight loss funded by Sodexo
✓ Annual Pizza Party provided to our HRL staff, to show appreciation for their hard work during move in weekends funded by Sodexo
✓ Sodexo sponsored DFM to participate in Big Brothers Big Sisters Bowl for Kids Sake fund raiser. 6 teams able to participate.
✓ Food Drive continues yearly with donations being given to our BG Salvation Army office.
✓ Mitten drive held in December 2012. Instead of ornaments on our tree, we asked employees to donate mittens to go on our tree. We donated these to our local homeless shelter in Bowling Green.
✓ Monthly DFM birthday board put up in main office, to show appreciation to staff on their designated birthdays throughout the year.
✓ BSA recognizes those employees with excellent attendance throughout the year.
✓ Ice Cream Social held for our Building Service Attendants, to appreciate them during National Housekeeping Appreciation week funded by Sodexo
✓ Two Employee of the Month Awards given each month. With Sodexo providing them with a $25 gift card, along with recognition. Program funded by Sodexo
✓ Five Employee of the Year Awards given at the end of the year. Sodexo provides them with a plaque, $200 dollar gift card and recognition. They also will be provided with a lunch with all the DFM management team. Funded by Sodexo
✓ DFM Hilltopper Spirit award given Kayla Howard and Herb Hess for 2012. Funded by Sodexo
✓ Employee Appreciation Picnic held, Food funded by Sodexo

Making Every Day A Better Day!
Work Order and Preventative Maintenance 2012 Statistics

Overall Work Order completion rate for 2012: 95.7%

2012 WORK ORDERS BY SHOP

- General Maint: 2443 (14.66%)
- Central Team: 362 (5.06%)
- Moving: 404 (2.43%)
- Area Team 1: 1535 (9.21%)
  - Plumbing: 62 (0.38%)
  - Custodial: 155 (0.85%)
  - Electrical: 275 (1.66%)
  - Paint/Finish: 65 (0.31%)
  - Recycling: 66 (0.40%)
  - Pest Control: 304 (1.62%)
  - (Not Specified): 81 (0.47%)
  - Events/Seed: 163 (1.10%)
- Area Team 2: 1687 (10.13%)
- Mechnical: 35 (0.21%)

- Grounds: 426 (2.56%)
- Energy Management: 1323 (7.91%)
- Automotive: 520 (1.52%)
- HRL Zone 3: 8 (0.04%)
- Lock: 11 (0.03%)
- HVAC Shop: 945 (5.57%)

- HRL Zone 2: 2860 (16.07%)
  - Area Team 1: 500 (5.01%)
  - Central Plant: 324 (3.04%)
  - Support Services: 140 (0.99%)
  - Administrative: 163 (0.98%)
  - Carpentry: 101 (0.61%)
  - HRL Zone 1: 8 (0.05%)
  - (Not Specified): 13 (0.03%)
  - Main 3: 82 (0.22%)
  - Area Team 4: 1101 (6.01%)

By sodexo
Facilities Survey Results
2011/2012
Our overall Satisfaction rate improved by 1.1% from previous year. We continue to raise the bar in customer service and developing our people. Our goal is to have *Raving Fans* all over campus.
Financials

WKU Fiscal Year 2011/2012

Facilities Management Budget managed:
2011/2012 Facilities Management Budget: 5.2M
2011/2012 Utilities Budget: 8.6M
Total DFM Budget managed: 13.8M

Billing Summary as of December 2012

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<thead>
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<th>INDEX #</th>
<th>Revised Budget</th>
<th>Salary</th>
<th>Benefits</th>
<th>Supplies</th>
<th>Encumbrances</th>
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Utilities

Another successful F/Y, with unexpended utility dollars in excess of 1.1 million and a reduction in kWh used of over 778,171 kWh. **The annual kWh per sqft usage improved to 12.77**
Sustainability Highlights

- **AASHE STARS – Silver** In 2012 WKU submitted our 2nd AASHE STARS survey, earning Silver. Both improved performance and better data collection helped to increase our score. As a graduate assistant for the Office of Sustainability, MBA student Mark Santoro worked on data collection and reporting for the STARS submission for five months in 2012. His work, funded by the Office of Research and directed by Sustainability Coordinator Ryan-Downing, improved our STARS submission by allowing for a broader inclusion of data.

- **Big Red Bikes continues to be a hit with students.** The creation of a part-time student administration and outreach position for Big Red Bikes was a very helpful and necessary advancement.

- **PowerSave Campus** Sponsored by the Alliance to Save Energy and TVA, PowerSave Campus interns worked hard in 2012 to raise energy conservation awareness and save kWh on campus. **KWh saved: 37,000/Students reached: 2600/ Dollars saved: $3,384.00**

- **2012 Princeton Review Guide to Green Colleges for the 3rd year in a row.**

- **Western Kentucky University** Was recognized as a 2012 Tree Campus USA®. Tree Campus USA, a national program launched in 2008 by the Arbor Day Foundation and Toyota Motor North America, Inc., honors colleges and universities and their leaders for promoting healthy trees and engaging students and staff in the spirit of conservation. To obtain this distinction, Western Kentucky University has met the five core standards for sustainable campus forestry required by Tree Campus USA, including establishment of a tree advisory committee, evidence of a campus tree-care plan, dedicated annual expenditures for its campus tree program, an Arbor Day observance and the sponsorship of student service-learning projects.

- **In October 2012, the Office of Sustainability partnered with the Community Farmers Market and Barren River District Health Department to host the first annual Food Day.** The event was a huge success, bringing together farmers, chefs, students, policy makers, healthcare workers, teachers, and people of all kinds, who all have one very important thing in common: food.
Highlights of Accomplishments for 2012

✓ Energy Management area was renovated and additional space added. This renovation provided us with additional work spaces to accommodate the expanded current staffing and future staffing as growth continues. Two large display screens with real time electrical load data was also part of this renovation. This area has not been updated in over 20 years and will improve the overall efficiency of the work group.

✓ For many years the “hard wired PMI” version of JCI Metasys has connected to 30 or so building to the central automation system at DFM Energy Management. March ended this era and we have now converted all buildings to the web based Metasys hardware. This conversion has allowed us to connected 54 University buildings to be managed and scheduled remotely anywhere in the world via wireless computer or cell phone using a secured connection.

✓ As part of our turf to groundcover project, we have converted some areas of turf into gravel bed around Cherry Hall. This has given these areas a very clean appearance and minimizes maintenance. This is a sustainable that utilizes local materials and keeps mud form splashing onto the buildings and staining the limestone.

✓ Completed Installation and training on our new CMMS Program for our Facilities Management programs. INSITE is a web-based Work control program. We plan to have all our maintenance staffing to be utilizing some type of tablet or small computer to receive and submit work orders. This has improved our maintenance response time and will continue to improve our customer satisfaction on campus. Positive feedback from our end users. It seems to be a lot easier to put in a work order and they get consistent email follow up when status of work order changes.

✓ New chiller was installed and commissioned in May 2012 in Ivan Wilson as part of the Music Rehearsal Hall Project. Although this is a larger chiller than what was currently operating in service, the predicted partial load efficiencies are higher.

✓ After a long and thorough RFP process and a partnership between Purchasing and DFM, we were happy to award the university with a new waste management contract. One of the main objectives was not only to find the most reliable vendor but also to utilize the university’s funds in the most responsible and efficient manner possible. With awarding of this contract, our expectations are to save the university a significant amount of money over the next few years and as we continue to divert even more recycling from our solid waste stream, we hope to see this savings continue to grow.

✓ With the construction of the new facilities building at South Street, we have been able to collect rainwater(13,000 gallons) and there is also a 40,00 gallon cistern at the new music hall. We purchased a 1000 Gallon water tank with a Honda water pump that allows us to water sod, fill tree bags and water campus gardens with reclaimed rain water during dry spells.
Implemented the John Deere Gators to be used year round as the grounds supervisor’s main vehicle. The Gators we are using have full street/light packages including turn signals, brake lights and yellow caution beacons for safety. This allows supervisors to more efficiently navigate campus and it also reduces the amount of trucks on campus grounds.

Two campus Infrastructure Technicians are now in place and the GIS utility locate program is off to a great start. These two have been selected to move WKU into the future with all underground utilities being mapped with GIS. They will also spearhead the task of digitizing paper documents relating to building infrastructure such as mechanical drawings and manufacturers equipment data sheet. They have also taken on the task of ensuring our PM equipment, data and schedules are updated and correct in our INSITE work control program.

All ESPC HVAC Controls projects were completed. The measurement and verification began in July 2012 and will continue for the next 12 years to assure ongoing performance related improvements.

Reorganization of our Maintenance to Area Groups. These teams consists of a group of skilled trades and general maintenance work together, providing service to a group of buildings. Our goals is to continue to improve communications and service to our campus. It has also provided our clients with a single point contact for them to reach out to. Raving fans is what we strive for. With many hours of collaboration and brainstorming, this reorganizations seems to have been a success with our customers.

For the 2nd year in a row. DFM continues to manage our campus Surplus in tandem with Recycling. We are more accessible to the public and continue to bring in record amounts of surplus sales on a quarterly basis and have been successfully diverting recyclable materials away from the solid waste stream. We continue to support this program with the support of our DFM student labor.

Purchased a Scissor Lift and Air-Tow Trailer. As we reviewed the rental costs for equipment, decision was made to purchase this equipment. This will reduce long term costs and reduce response times for work orders in areas that are outside the safe reach of a ladder. The Air- tow trailer provides us with the mobility for the lift, as well as for other low clearance equipment that we utilize in DFM.

We continue to enhance the well-being our DFM staff by providing them with more suitable work attire. We have purchased shoes for our grounds and custodial staff, Heavier Jackets for our grounds crew, Dri-fit work shirts, New Safety gear for our grounds crew. We continue to stay on top of this and also look for cost saving initiatives to continue to provide these items.
Facilities Management

Current Program Goals for 2012/2013

Sodexo’s objectives begin with WKU’s priorities and expectations. Our mission is to enhance the daily experience for all students, faculty, staff, administration and parents.

Training and Safety
- We will bring the Bowling Green Technical College to campus to assist with GED study courses for members of DFM to be taken during their work time.
- We will train multiple DFM team members with our in-house OSHA trainer on the standard 10 hour OSHA course.
- We will continue offering AED and CPR training to DFM teammates, especially on 2nd and 3rd shifts.
- We will train maintenance teammates on understanding individual workers with the book Strength 2.0 as a background.
- We will create and train all supervisors on intentional communication with the campus.
- We will train building coordinators on interfacing with our new work order system, InSite and the new maintenance reorganization.
- We will continue training during our monthly work group meetings the monthly standard OSHA topics as a refresher.
- We will have at least two managers to attend the APPA Leadership Academy.
- We will have at least one manager study and achieve LEED Green Associate certification.
- We will have at least two managers study and achieve APPA Certified Facility Professional (CPF) certification.
- We will continue offering TPC training to all appropriate DFM teammates.

Fiscal Services
- We will continue to cross-train in our areas. This provides us with the coverage needed to provide the university with excellent service and the opportunities for staff to continue to take advantage of continuing their education and services not be effected.
- We will continue to engage our students in our work force and provide them with the work experiences and knowledge of our campus operations.
- We will continue to assess our current timekeeping system to ensure that it is efficient. Assessment will be done at this time to ensure the system adequate for our needs.
- We will assist WKU and DFM in overtime monitoring and creating at least 3% savings from the previous year.
- We will participate in the research and potential implementation of technicians managing work orders in the field by the use of a “windows-based” computer tablet when the hardware becomes available.

Making Every Day A Better Day!
We will oversee with the assistance of all managers and supervisors to have a **93% completion rate** of all routine work orders within seven days of requisition.

We will create a central tool check out system to support our maintenance reorganization as needed.

We will repurpose a position to create a Campus Infrastructure and Data Specialist to support maintenance and construction locates, and management of the “as-Builts”, preventative maintenance documentation, as well as interacting with the GIS system.

**Campus Services**

- We will continue to increase the number of gardens throughout campus by 25 percent. The aesthetics of the campus will continue to evolve.
- We will continue to work with PDC and the campus master plan committee to create ground cover to replace turf to improve safety in mowing, lowering our carbon footprint, and improve the campus natural look. An overall plan will be developed to lower turf mowing by 25 percent over the next two years.
- We will continue to promote integrated pest management approach to lawn and plant maintenance. This approach allows for applications to be applied when the campus community is at its lowest.
- We will continue a sustainable approach to landscape maintenance, i.e. planting of native species, low maintenance perennial gardens, implementation of rain barrels and irrigation metering.
- We will continue to conduct campus walks with grounds supervisors and create project work orders, and requiring grounds keepers to take on more responsibility in their roles by assigning them specific areas.
- We will utilize student labor for all parts of grounds including gardening, athletics, and waste collection and recycling.
- We will continue to increase recycling rate to our goal of 30 percent of total waste.
- We will reorganize and put an RFP on the street for solid waste and single stream recycling.
- We will reorganize and put an RFP on the street for e-waste repurposing, recycling, and disposal.
- We will continue to provide safety equipment initiatives to benefit the frontline worker, such as reflective vest, reflective rain suits, reflective gloves, summer boots, and insulated winter boots.

**Housing and Residence Life**

- We were exploring the possibilities of using the BREEZE custodial program budget permitting. This is a handheld electronic device to do our housekeeping inspections on and then create a variety of reports.
- Trane Company has closed its teaching center in Atlanta so we are looking for other training opportunities such as the possibility of bringing the APPA supervisors tool kit to our campus.
- We plan on doubling our wax teams this summer to be able to wax more bedrooms over the summer.
- We have repurposed two BSA position and adding two team Leader positions.
- We are exploring the possibility of adding an assistant maintenance supervisor before this July 1.
- We are currently working with E&G testing Ecolab chemicals and will be comparing cost before July 1.
- We will be transitioning to the new CMMS Insite maintenance program and looking at the handheld electronic tablets for work orders.
✓ We will be looking at the new digital radio system and get a plan of transitioning over before Jan. 1st 2013.
✓ We have added a second shift maintenance tech and have seen a big drop on call—in, in the evenings.
✓ We will continue to work with our vendors for new and innovative technology that is out there to test and see if it will work for WKU.

**Maintenance Services/ Plant and Utility Operations**

✓ We will continue the building occupants focus meetings. The area technician supervisor, area maintenance manager, and the operations/utility manager will continue to meet with building coordinators and interested building occupants to discuss building concerns and/or focus on repairs and improved operations within the buildings.
✓ We will continue to do our multi-discipline building and campus walks to improve focus on the needs of our partners by creating action items (work orders) for the improved operation and quality of life of the campus at large.
✓ We will be intentional in our reorganization of the Energy Management group to be focused on building occupant comfort, and improved environmental/air quality.
✓ We will implement planning huddles for each work group. Some will be daily, some may be weekly, depending on the needs of WKU.
✓ We will fully institute and roll out the area maintenance reorganization with four areas and one central area.
✓ We will continue to participate in the research and potential implementation of technicians managing work orders in the field by the use of a computer tablet with our new CMMS program InSite.
✓ We will implement an improved building locate, as—Builts drawing, box files management and GIS management working with PDC and Fiscal Services.
✓ We will implement an improved preventative and predictive maintenance program using the web—based InSite program and with support from Sodexo’s Comprehensive Solutions team.
✓ We will implement with the use of our area technicians a preventative maintenance and repair of our custodial equipment.
✓ We will continue to upgrade our Metasys building automation systems as funding is available. We will evaluate the addition of the “Metasys Dashboard” to track and report performance of HVAC and electrical systems.
✓ We will continue to be proactive in researching, purchasing and utilizing new technology and equipment for our maintenance departments. Contingent upon available funding resources.
✓ Provide educational opportunities to our maintenance groups and give them the opportunities to acquire expanded certifications and licensures. Contingent upon funding availabilities and the needs of WKU.
✓ We will continue to create and improve our technician career path program tied to training, certifications and licensures.
✓ We will implement a plan to replace any existing obsolete and end of useful life cycle equipment on campus. This will allow us to maintain a high degree of reliability and efficiency for core building systems.
✓ We will continue to implement our duct cleaning projects across campus to improve the efficiency and air quality in our buildings.
We will assist the Glasgow, Owensboro and CEC campuses to have an improved building automation system with scheduled set-backs for night/weekend.

We will complete the four year program weatherization project this summer. We will create a new list beginning next fiscal year to keep moving down the road of building envelope improvements.

**Building Services**

- We will continue to educate and provide custodial training opportunities and new available cleaning techniques for our supervisors and staff. We will work with our vendors and take advantage of their training classes that become available. Contingent upon available funding.

- New task specific training to start with Ecolab beginning August 2012!

- We will continue to have weekly motivational “huddles” and method of the week trainings to encourage the building services team to improved service and communication. Ongoing

- We will evaluate the needs and services from our customers. We will continue to move buildings and staff toward a PM operation and weekend coverage to increase service levels and to reduce interruptions to our normal day operations for our customers as new buildings come on line. Ongoing

- Created and implemented 2 12p – 8p porters to provide afternoon service to busy campus facilities between the AM and PM operations to improve overall ‘1st impression’ of public areas.

- 2 new additional 12p – 8p porter positions have been created – implementation of their assignments will begin in August 2012!

- We will assist in the implementation with the use of our area technicians a preventative maintenance and repair of our custodial equipment. Ongoing – Needs improvement!

- Equipment will be inventoried and inspected for replacements and repairs as needed.

- Implement a floor care rotation schedule. This would give us the opportunity to put in place a dedicated maintenance floor care program for our academic buildings, pending staffing for fall 2012.

- We will have Service Level Agreements (SLR) completed for each building would be established and available to our customers on our webpage. This would provide our customer with a clear understanding of custodial specific tasks, frequencies and our expected cleaning levels. We will continue to evaluate and update our Service Level Agreements (SLR) for each building as tasks, procedures and building needs change. 1st phase of facilities by December 2012

- Assess the staffing levels and coverage to ensure that the appropriate and agreed upon service levels are met and maintained. Adjustments would be made to schedules and service levels as needed.

- We will continue the green initiatives and to work with our sustainability office to ensure we our meeting the expectations of the university. Ongoing

- We will evaluate and be innovative in our quality assurance program to ensure expectations are being maintained. **Currently reviewing and evaluating the BREEZE software for Q&A efforts – pending final decision and funding**
✓ We will continue to seek out and utilize Sodexo value added services, such as custodial equipment price breaks. Ongoing
✓ We will continue to seek out opportunities for employee recognition to improve overall job satisfaction.
✓ **Implemented quarterly and yearly attendance recognition for team members – provided certificates of recognition and lapel pins; yearly recognition will receive 1 day off with pay!
✓ **Implemented Building Services “Shining Stars” recognition board to ‘show off’ various team members for At a Boy jobs!! 😊
✓ **Summer 2012 – 1st PM team appreciation picnic scheduled for June 21st!
✓ **Manager Blankenship began working both AM and PM shifts on a rotation basis to further promote strong working relationships with all team members!

“It is not enough for us to be the leading company in food service and facilities management, we must also be a leading corporate citizen in each of the communities in which we operate”

George Chavel
President & CEO of Sodexo, Inc.