Executive Review 2013
January thru December
Delivering on the Experience
Delivering on the Experience, our Monthly Partnership Report for Western Kentucky University. This report provides an overview of our partnership and how we are creating exceptional student experiences on campus. Included you will find an update on progress made since our last Expectations Meeting, highlights of recent activities and events, an overview of our plans for the semester, and recent financial results.

In addition to your campus information, this report highlights industry trends that may be impacting your campus. We have also reviewed the support provided by our team outside the unit, including an innovations report, training updates, and sustainability resources. We look forward our continued partnership and exciting school year focused on creating exceptional student experiences and serving the needs of the campus community.

Sincerely,
Trent Blair, Director
and the Facilities Management Team
1. **Student Insights** - Powerful research to understand your students' needs.
2. **Health and Wellness** - Nurturing student wellness through clean and healthy indoor environments and lifestyle education.
3. **Environmental Focus** - A local environment commitment that is global in scope.
4. **Customer Service** - Our people are your people.
5. **Innovation** - Delivering outstanding programs that improve your campus.

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**WKU**

[Certification Logos: Fit-Friendly Worksite Gold Achievement 2013 and Sustainability Tracking, Assessment & Rating System Silver]
SAFETY
DFM Safety Comparisons for the last 3 years. Note: All 4 categories have improved for 2013. 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.

<table>
<thead>
<tr>
<th>Total W/C Claims Occurring per 200,000 hrs Worked</th>
<th>Total W/C Claims Cost Occurring per 200,000 hrs Worked</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="chart1.png" alt="Safety Comparison Chart" /></td>
<td><img src="chart2.png" alt="Safety Comparison Chart" /></td>
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</table>

<table>
<thead>
<tr>
<th>OSHA Recordable Injuries Occurring per 200,000 hrs Worked</th>
<th>Lost Work Days Occurring per 200,000 hrs Worked</th>
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<tbody>
<tr>
<td><img src="chart3.png" alt="OSHA Recordable Injuries Chart" /></td>
<td><img src="chart4.png" alt="Lost Work Days Chart" /></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Top 3 Injury Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slip/Trip/Fall</td>
</tr>
<tr>
<td>12</td>
</tr>
<tr>
<td>9</td>
</tr>
<tr>
<td>11</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>6</td>
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</tbody>
</table>

![Safety Comparison Chart](chart5.png)
2013 TRAINING SCHEDULE
Estimated Hrs Provided: 6,093

January
PPE (Personal Protective Equipment)
Emergency Action Plan Review
Annual Accident Prevention Review Signed

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/Chemical Safety

May
Hand Tool Safety
Fit test for respirators – Steam Plant, Paint shop, HVAC, Plumbing and Pest Control
Hand Safety: Cuts and Amputations – Grounds

June
Heat Exposure Safety/Forklift Recertification

July
Compressed Gas Cylinder Safety
Workplace Violence Review

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
Lockout/Tagout
Ladder Safety
Ladder Safety Do inspections on your ladders in your departments and give sheets to Stockroom for filing

October
Fire Prevention
Fire Extinguisher review with EH&S
Cold Temperature Exposure Safety-Grounds & Maintenance

November
Back Safety: Prevent back pain
SPCC Training with EH&S

December
Slips, Trips and Falls
Happy and Safe Holiday!

Additional Trainings:
** Method of the week provided to our Custodial Staff Weekly
** GED Program
** Continuing Education Programs Provided.
** DFM Career Paths rolled out (see above graph)
### Routine Work Orders

**2013 Completion Percentage:**

98.9%

22,031 Routine WO’s completed

<table>
<thead>
<tr>
<th>Priority</th>
<th>Received</th>
<th>Open</th>
<th>Completed</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>#</td>
<td>%</td>
<td>#</td>
</tr>
<tr>
<td>(All Other Priorities)</td>
<td>51</td>
<td>1</td>
<td>2.0</td>
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<tr>
<td>Deferred</td>
<td>4</td>
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<tr>
<td>Emergency</td>
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<tr>
<td>Low</td>
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<tr>
<td>PM-Monthly</td>
<td>6679</td>
<td>634</td>
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<tr>
<td>PM-Weekly</td>
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<td>38</td>
<td>22.1</td>
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<tr>
<td>Project</td>
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<td>7</td>
<td>2.3</td>
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<tr>
<td>Routine</td>
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<td>235</td>
<td>1.1</td>
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<tr>
<td>Safety Issue</td>
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<td>0</td>
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<td>Special Event</td>
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<td>23</td>
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<tr>
<td>Urgent</td>
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<td>0</td>
<td>0.0</td>
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<tr>
<td>Total</td>
<td>30801</td>
<td>942</td>
<td>3.1%</td>
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Cost Savings Initiatives:

- Electrical consumption was lower in July of 2013 compared to the same period in 2012 by slightly more than 11 percent with a resulting **cost reduction of nearly $54,000**. Cooler weather has certainly contributed to the reduction as a substantial amount of electricity is consumed by air conditioning.

- There was new lighting installed behind Ivan Wilson Fine Arts Building to illuminate the back wall of the building facing the colonnade. This change reduced our wattage from 1800 watts down to 600 watts reducing the energy consumption to light the area.

- Campus Lighting Project: 366 HID fixtures removed and 317 LED fixtures installed eliminating 49 unneeded fixtures. **KW demand reduced from 205 to 89 associated cost reduction of $48,775 annually on reduced electrical consumption alone.** 56.4% reduction in energy used for illuminating parking areas. Over the next few months a Wi-Fi connected light management system will be installed to monitor, control, switch, and manage these “state of the art” fixtures that will further enhance energy reduction and improve safety.

- Document Mall and Auto-store programs have been purchased for our Stockroom. We are currently in the process of converting our stockroom files to electronic filing utilizing a program call Document Mall. **This will eventually eliminate the current hours of manual filing each month and also provide us with quick and improved access to vendor files as well.** Plans to incorporate this into our Energy Management and our Accounts Payable areas.
Sodexo’s value to our WKU Partner

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 continues to look toward 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, energy savings, 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 in community activities.

The Sodexo management team is proud to be the strategic partner with Western Kentucky University.
DFM Appreciation Activities in Partnership with Sodexo

- Holiday Gift cards given out to all Facilities Management Staff purchased by Sodexo.

- DFM Biggest Loser contest held in January 2013. 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 2013. 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 and our donations to the Bowling Green Silver Bells.

- 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.

- 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 awards given in 2013. Funded by Sodexo.

- Employee Appreciation Picnic held, Food funded by Sodexo.
UTILITIES:

- Reduced kWh used per square foot by 21% since 2008
- Overall the campus used 16% less than in 2008
INNOVATIONS/FEATURED PROJECTS:

✔ The HVAC group has completed the replacement of inefficient roll type filter banks with MERV 11 rated high efficiency bag filters that will greatly improve indoor air quality at Cherry Hall, Environmental Sciences & Technology, and Cravens Library. This filter technology replaces unrated filter media with state of the art air filtration media. Substantial gains in motor efficiency and much improved indoor air quality will result from these upgrades.

✔ The Energy Management Group continues working with the Johnson Control’s Panoptix group and will be the “Beta” site for an electronic utility data acquisition project. JCI will utilize Urjanet’s automated cloud-based platform that collects energy data from thousands of utilities and other data sources and delivers it directly into the Panoptix Carbon & Energy Reporter application. Urjanet’s secret sauce is its ability to cull data that into its system without losing any important information. Utility data is just one piece of the solution, Urjanet can also pull in weather information, ISO market data and other pieces that will inform and assist with energy procurement and energy management decisions. This automated service will also eliminate hours of manual data entry each month as well as reduce the chance for error. Sorting data for analysis will be much improved over searching multiple spreadsheets for applicable data.

✔ The Professional Grounds Management Society (PGMS) recognized Western Kentucky University (grounds overseen by Sodexo) in Bowling Green, Ky. with an Honor Award in the Society’s 2013 Green Star Awards competition. The award was given in the University/College category for exceptional grounds maintenance. Winners were honored during the Society’s 2013 Awards Dinner held Oct. 25 in conjunction with the School of Grounds Management & GIE+EXPO in Louisville, Ky., Oct. 23-26. The campus consists of 300 acres that are covered with approximately 3,000 trees. The University President uses his home on the campus for numerous gatherings and fundraising events. The sand based lawn sports Tif-Grand Bermuda grass that resists wear and can be mowed to a half inch. The large mature trees enhance the overall beauty of the campus and provide striking color combinations. There are numerous quite garden locations that allow faculty, students and staff to escape the busy hectic, school day and find a place to call their own. The Green Star Awards program brings national recognition to grounds maintained with a high degree of excellence, complimenting other national landscape award programs for landscape design and construction.

✔ The Area Teams in conjunction with the office of sustainability have installed bottle filling stations on the first and second floors of the Preston Center and in the front office of Facilities Management. The filler on the first floor of Preston between the basketball courts and the fitness area has already seen very good use.

✔ Continual improvement and focus on Supervisory and Management’s face to face involvement and ‘personable’ support for our campus customers to encourage and promote clear communication and outstanding customer satisfaction by ensuring weekly visits occur with Building Coordinators and prompt service, solutions and satisfaction is given.
Major enhancements were made to the HVAC system serving the Faculty and Staff offices in Grise Hall. The primary air handler was changed replacing the original 1966 unit that has served that wing well past the expected useful life for this type of equipment. VAV boxes were replaced on the 5th and 4th floors during the break as well; VAV boxes were replaced on the 1st and 2nd floors in July of this year. The last and final floor in this wing will receive new VAV boxes over the Christmas break as well as an overhaul of the restrooms that will modernize, replace fixtures and lighting, as well as convert lavatory faucets to hands free. All other restrooms received similar upgrades this past summer while these restrooms remained open for use. DFM has invested unspent carry forward maintenance dollars for the last two fiscal years to completely fund these much needed HVAC and restroom.

An infrared aerial survey of the entire campus was completed. Thermal signatures of underground steam, condensate, and chilled water lines were photographed. The exact location of the lines will be overlaid to a GIS generated Google Earth map showing buildings and roads. Several leaks were detected and show prominently giving DFM a precision location to facilitate repair or replacement. Also as part of this survey a thermal signature for each building roof was photographed to evaluate condition. Any roof that shows a thermal anomaly that could indicate the presence of water under the roof membrane will be evaluated for a more detailed analysis that will indicate exact locations of leakage. Eight buildings were identified as having anomalies. This will assist DFM in planning and budgeting for repairs or roof replacement.

Our DFM Central Team’s GIS/Infrastructure group continues to add layers and expand the GIS mapping. Locations of hand rails and lighting circuitry throughout the campus have recently been added. Over the past year numerous infrastructure utilities from lighting poles to sidewalks have been entered into the GIS mapping. All of this infrastructure can be viewed with satellite imagery overlay.

Partnering with PDC and Academic Affairs we successfully cleared out the majority of the 3rd floor of TCCW and with the help of the central team to have these rooms ready for new occupancy for the beginning of the 2014. This was a monumental challenge and with the positive assistance from nearly every grounds keeper and recycling and surplus staff we overcame the challenge with excellent results and happy customers. We also had a massive move-out operation in the DUC annex that assisted Counseling and Career Services make their transition into a new section the renovated DSU.

Grise Hall Bathroom Renovations completed.
Employee Engagement:

- Birthdays recognized each month on our DFM birthday Board, Designed each month by our student workers
- Employee of the Month given to two employees each month, awarded an acrylic award and $50 gift card, Sponsored by Sodexo
- 5 Employee of the Year awards given, each recipient receives a $200 gift card and a plaque, sponsored by Sodexo
- DFM Hilltopper Spirit Award
- DFM Picnic held, Food and Transportation sponsored by Sodexo
- HRL Chili Cook-off held
- Huddles held to share information and strengthen morale

2013 DFM EMPLOYEES OF THE YEAR:

Wes Simone
Beverly Taylor
Rod Payton
Martha Rhodes
Chad Hennion

The Sodexo Experience

The Sodexo Experience is an essential component of Creating Exceptional Student Experiences. Our goal is to empower our employees to be motivated and engaged with the students, faculty and staff at your university/college allowing them to provide outstanding customer service.
“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.