



DELIVERING ON THE EXPERIENCE

WKU
SUMMER 2022

OUR SERVICES

On behalf of the Facilities Management team, I'm pleased to present the 2021 edition of our *Partnership Report Card*, for **WKU**.

In this report, you will find information regarding our **facility management, plant operations, housekeeping and campus services provided to the university.**

We are proud to be your partner and appreciate the opportunity to help you achieve your strategic goals. Our goal is to continually improve Quality of Life for the (insert school name) community.

Sincerely,

Ken Branch

Ken Branch
Director of Facilities Management
WKU



YOUR TEAM



KEN BRANCH
GENERAL MANAGER



ANGIE JACKSON
BUSINESS
OPERATIONS
MANAGER



JENNIFER MCLEOD
SODEXO HR
MANAGER



RONNIE ALLERKAMP
TRAINING AND
SAFETY MANAGER



MARK ALLEN
ENERGY MANAGER



KENNY JOHNSON
ENVIRONMENTAL
SERVICES MANAGER



GERALD BELCHER
ENVIRONMENTAL
SERVICES EVENING
MANAGER



DAN UHLS
MAINTENANCE
SERVICES MANAGER



RANDALL FARRIS
HRL OPERATIONS
MANAGER



RAY MURILLO
HRL MANAGER



CARLA KOBAZO
HRL MANAGER



KYLE DAVENPORT
CAMPUS SERVICES
MANAGER



SAMUEL LOUIJEUNE
SODEXO
SUMMER INTERN

WORK ORDERS

Work Order Statistics

by Work Type

Status of Work Orders

Period 05/07/2022 through 07/25/2022

5/7/22-7/25/22

Work Orders Issued: 2,141

Completion Rates:

RM work orders: 91.2%

PM work orders: 99.2%

Status of Work Orders Scheduled during Report Period					
Work Type	Scheduled	Open As of 7/25/2022		Completed during Report Period	
		#	%	#	%
BLM	0	0	0.0	0	0.0
BUDGET	0	0	0.0	0	0.0
CAN	0	0	0.0	0	0.0
CAP	0	0	0.0	0	0.0
CLEAN	0	0	0.0	0	0.0
CM	67	0	0.0	67	100.0
CMSTA	0	0	0.0	0	0.0
EST	0	0	0.0	0	0.0
FEEDBACK	0	0	0.0	0	0.0
LSD	0	0	0.0	0	0.0
MOVE	0	0	0.0	0	0.0
NCW	0	0	0.0	0	0.0
PDM	5	0	0.0	3	60.0
PM	785	0	0.0	779	99.2
PMC	1	0	0.0	1	100.0
PMMAND	6	0	0.0	6	100.0
PRO	617	0	0.0	617	100.0
PROJ	6	0	0.0	6	100.0
QA	0	0	0.0	0	0.0
QUOTE	1	0	0.0	1	100.0
RM	623	0	0.0	568	91.2
SAF	5	0	0.0	5	100.0
SDXD	4	0	0.0	4	100.0
SP	21	0	0.0	21	100.0
WAR	0	0	0.0	0	0.0
	2141	0	0.0%	2078	97.1%

EVENT MANAGEMENT



Facilities Management Department supported 21 special events during the period of May 7th thru July 25th. An additional 134 special events were supported by DFM throughout the fiscal year.

PROJECTS & SPECIAL ASSIGNMENTS

Completed Summer Project:
College High Hall floor repairs



What: Floor repairs in COHH.

Issue Addressed: Three rooms in COHH have floors that were damaged by ongoing HVAC leaks. These are the latest in a series of several rooms that have seen similar issues. Floor joist/underfloor/tile had to be replaced. This was a condition-based renewal.

Method: Insource/Outsource (Red Carpet Shop/CT)

Completed ESA Project:
Gar Ransdell floor waxing. One of many floors scheduled for summer work.



PROJECTS & SPECIAL ASSIGNMENTS

WKU Residence Hall Summer Projects: Shower Valve Replacements at Southwest Hall



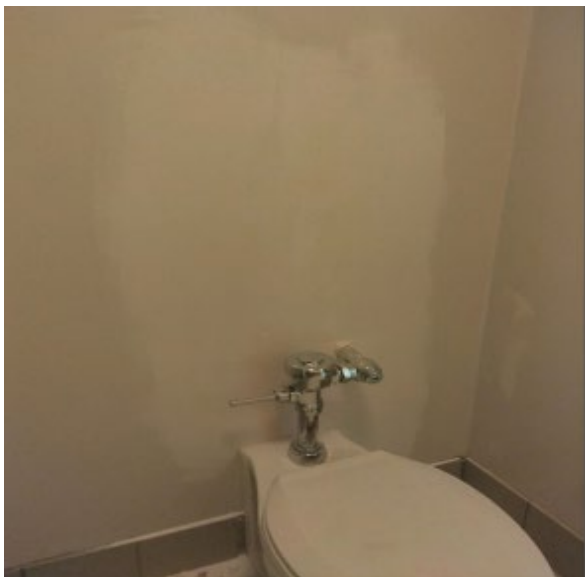
Location: Southwest Hall

What: Shower Valve Replacement

Issue Addressed: Unit leaking / cut-offs non-operational

Method: Internal technicians

WKU Residence Hall Summer Projects: Toilet Valve Repairs at McLean Hall



Location: McLean Hall

What: Toilet Valve Repairs

Issue Addressed: Pipe fitting leaking / replaced damaged drywall

Method: Internal technicians

PROJECTS & SPECIAL ASSIGNMENTS

Completed Project: Diddle Arena Roof



What: Diddle Arena Phase 2&3 refurbishment.

Issue Addressed: 11 sections of existing Diddle Arena roof were repaired (wet insulation removed/replaced) along with a full coating system installation. Installation comes with a 20-year warranty. This is a condition-based renewal.

Method: Outsource (Tremco).

Summer Project completed: Preston Center Parapet Walls



What: Metal cap install along perimeter of main PHAC roof

Issue Addressed: The parapet walls on PHAC were constructed of dryvit. Over time the horizontal sections of dryvit had weathered to a point of allowing rain to pass and enter the building envelope. A metal cap was installed to return the parapet wall to a rain proof condition.. This was a condition based renewal.

Funding: \$23909.87 (CN/320204)

Method: Outsource (Geohagen Roofing)

WKU SAFETY CALENDAR 2021-2022

Month	Topic(s)	Month	Topic(s)
September	<ul style="list-style-type: none"> Lockout/Tagout, Ladder and Slips/Trips/Falls Safety 	March	<ul style="list-style-type: none"> Chemical Safety, Basic First Aid Steps, and Slips/Trips/Falls Safety
October	<ul style="list-style-type: none"> Fire Prevention, Violence, Prevention, and Response, and Workplace Violence 	April	<ul style="list-style-type: none"> Asbestos and Mold Awareness
November	<ul style="list-style-type: none"> Back Safety, Spill Prevention Control and Counter measure (SPCC), Storm Water, and Electrical Safety 	May	<ul style="list-style-type: none"> Hand and Hand Tool Safety
December	<ul style="list-style-type: none"> Slips/Trips/Falls, Cold Weather, and Holiday Safety 	June	<ul style="list-style-type: none"> Heat Exposure and Slips, Trips & Falls
January	<ul style="list-style-type: none"> Accident Prevention, Personal Protective Equipment, & 3 Checks for Safety 	July	<ul style="list-style-type: none"> Gas Cylinders, Gas Leaks & Sexual Harassment Prevention
February	<ul style="list-style-type: none"> Bloodborne Pathogens, Emergency Action Plan, Covid Update 	August	<ul style="list-style-type: none"> Maintaining Good Housekeeping, Confined Spaces, & Fall Protection

We believe that accidents are preventable and have committed to embracing a zero harm mindset. We believe the best way to do this is by creating a culture of safety where injuries and ill health are avoided.

THE SODEXO VALUE

LEADERSHIP



Tiffany Williams
Vice President of Operations
Sodexo Campus Facilities – East

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Looking back at the past year, I am amazed at how nimble we have all been with adjusting to change. I don't think any of us anticipated the depth of the impact Covid has had on our lives. This summer many of you have welcomed camps and conferences back to campus. As our you, we are grateful for the renewed activity and excitement our visitors bring. In addition to assisting with events, camps and conferences we are focused on preparing the facilities for the Fall semester..

We are thrilled to share with you a summary of the year in review. The facilities team has accomplished much during this recovery year. We are pleased to share the work that was completed during past year. As well, as projects in process and innovations to come in the new year.

As your facility management partner, we will continue to grow and adjust to meet the needs of the students and the campus community. Each day we strive to improve the quality of life on campus. I look forward to meeting with you when I visit campus and wish you the best for the upcoming academic year.

Thank you,

Tiffany

As I reflect on the past year, my thoughts are filled with pride and gratitude for the exemplary work delivered by our team. Through some tough market challenges and changing dynamics, they have proven to be resilient, committed and mission driven.

As we look forward to the new academic year, please be reassured of our commitment to your students and campus community. We are your partner in learning and will continuously seek ways to drive innovations and excellence.

We are grateful and honored to be your partner. We wish you the best for the coming year.

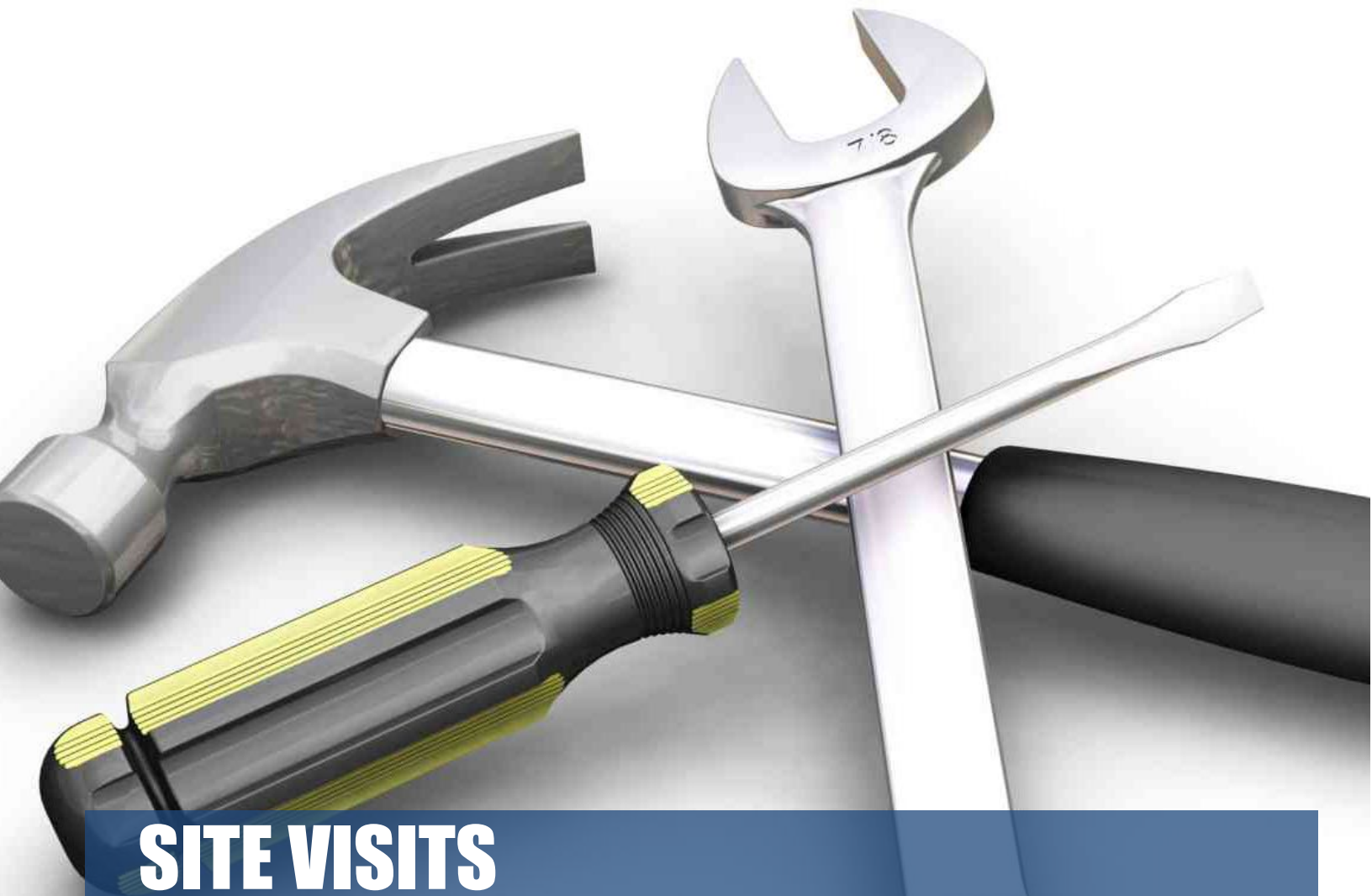
Sharon



Sharon McKay
District Manager
Sodexo Campus Facilities – East

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THE SODEXO VALUE



SITE VISITS

Patti Arnold –Maximo Support

- On site visits to assist with any issues and report needs
- One on One setup with managers

NEW TECHNOLOGIES

As an organization, Sodexo is committed to staying current on issues in the facilities management world. One topic that has been at the forefront of discussion is preparing for the changing availability of refrigerants used in HVAC equipment across every campus. Just within the last two years, R-123 and R-22 refrigerants have been phased out and are no longer in production in the United States. As an organization, we are staying on top of these changes and are giving our site leaders all the knowledge and tools needed to make informed decisions regarding the replacement and purchase of new equipment.

A few key actions we are taking to prepare for these changes in refrigerants are:

1. Last Generation Refrigerant (R11, R123, R22, R12) - Replacing equipment over repairing and making plans to replace within the next year.
2. Current Generation Refrigerant (R134A, R410A, R1234yf) – Considering refrigerant stockpiling now while older refrigerant types are still available.
3. Next Generation (R32, R454B, R466A, R290, R513A) – Opting to standardize brands of HVAC equipment on campus and lowering the number of refrigerants used.

Below is an overview of the next generation refrigerants and a listing of the specific brands using these refrigerants

R-32

GWP: 675

High GWP, +12% efficiency, mildly flammable

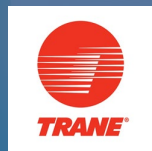


Air Conditioning & Heating

R-466A

GWP: 733

High GWP, Nonflammable, +0% efficiency



R-513A

GWP: 573

Drop in for Current Gen, +0%. ~\$45/lb



R-454B

GWP: 466

Low GWP, +5% efficiency, mildly flammable



KEY PERFORMANCE INDICATORS

- **Customer Service Survey**
- **Internal Process Quality**
- **Employee Satisfaction**
- **Financial Performance**
- **Staffing**

1. Annual customer service survey completed each year. Provides us with documentation of what we can improve on and what our customers are happy with. 462 Faculty and Staff and 680 student participated in our survey. 91% of Faculty and Staff and 86% of students were satisfied or extremely satisfied. We saw an 11.7% increase on the student side of extremely satisfied this past year compared to last year.
2. Review our internal processes and make changes that improve our current processes in place. Auditing current processes to ensure best practices are being followed and making operational changes as needed to enhance our daily operations.
3. Morale and employee satisfaction is important to us. Meeting with staff and talking with them and listening to their issues and needs to ensure better work efficiency.
4. Reviewing and monitoring team performance, employee efficiency, absenteeism and attendance rates, reducing turnover and attrition.

EMPLOYEE RECOGNITION



Sherry Kuehlthau
Environmental Services Team Leader
WKU Affiliate Award 2022

Staff Excellence Awards are for those individuals whose character, conduct and actions amplify the WKU Spirit: Service above and beyond the call of duty. Respect, cooperation, courtesy and fairness to others. Heroism, safety and concern for the well-being of others. Embody an innovative, creative and a solution-oriented approach to work. Positive contributions to the University's missions and communities we serve



“Your smile is your logo, your personality is your business card, how you leave others feeling after an experience with you becomes your trademark.” - Jay Danzie



OUR EMPLOYEES
ARE THE **strength** behind



