



DELIVERING ON THE EXPERIENCE

Western Kentucky University
SUMMER 2023

OUR SERVICES

On behalf of the Facilities Management team, I'm pleased to present the 2023 edition of our *Partnership Report Card*, for Western Kentucky University (WKU).

In this report, you will find information regarding our Facilities Management Department (DFM).

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 WKU community.

Sincerely,

Ken Branch

**Ken Branch
Director of Facilities Management
Resident District Manager
Western Kentucky University Account**

Your Team

Ken Branch
General Manager



Angie Jackson
Business
Operations



Jennifer Mcleod
Sodexo HR



Ronnie Allerkamp
Training & Safety



Mark Allen
Energy Manager



Dan Uhls
Maintenance
Services



Kenny Johnson
Environmental
Services



Gerald Belcher
Environmental
Services



Kyle Davenport
Campus Services



Randall Farris
HRL Operations



Ray Murillo
HRL Manager



Carla Nally
HRL Manager



Your Team

Anthony Berry Summer Sodexo Intern Howard University



Anthony is spending the summer working with each of the WKU DFM departments. Each department is providing a high-level overview of the functions of the department and specific job shadowing opportunities. Anthony is working on projects that will assist with his development in a professional work environment.

Summer 2023 Intern Schedule

Week		Monday	Tuesday	Wednesday	Thursday	Friday
Week of May 29th	Morning (7-12)	Memorial Day	Arrival (Staff Apartment in McCormack)	Fiscal Services overview with Angie	Continue with Work Control	Continue with Work Control
	Afternoon (1-4)			Work Control Intro. with Kaitlin		
Week of June 5th	Morning (7-12)	Payroll and Accounts Payable Overview with Christi	Overview of Safety and Training with Ronnie	Continue with Work Control	HR Overview with Teresa/Jennifer	Overview of Data and Intro. to Project with Haley
	Afternoon (1-4)	Continue with Work Control	Continue with Work Control		Billing Overview with Amy P.	Data project work-Independent
Week of June 12th	Morning (7-12)	Data project work-Check in with Haley	Data project work-Independent	Intro. To Environmental Services with Kenny	Shift (11a-8p)	Shift (9a-6p)
	Afternoon (1-4)	Data project work-Independent	Data project work-Completion and Review with Haley	Event Scheduling with Amy B.	Late Shift day (11a-3p) Continue with ES (Kenny)	Late Start Day (9a-1p) ES HRL Department with Ray
Week of June 19th	Morning (7-12)	Intro. To ESA Project with Kenny	ESA Project- Independent	ESA Project- Independent	ESA Project- Check in with Kenny	ESA Project- Independent
	Afternoon (1-4)	ESA Project- Independent	ESA Project- Check in with Kenny		ESA Project- Independent	ESA Project- Completion and Review with Kenny
Week of June 26th	Morning (7-12)	Overview of Maintenance with Dan	Auto Shop Shadowing	Electronics Shadowing	Intro. E&G Maintenance Project with Dan	E&G Maintenance Project- Independent
	Afternoon (1-4)	Area Team Shadowing	Central Team Shadowing	Mark Updegraff Shadowing	E&G Maintenance Project-Independent	
Week of July 3rd	Morning (7-12)	E&G Maintenance Project- Independent	July 4th	E&G Maintenance Project- Independent	E&G Maintenance Project- Independent	E&G Maintenance Project- Independent
	Afternoon (1-4)	E&G Maintenance Project- Check in with Dan				E&G Maintenance Project- Completion and Review with Dan
Week of July 10th	Morning (7-12)	Overview of Operations with Mark	Energy Management with Jason A.	Intro. To Operations Project with Mark	Operations Project- Check In with Mark	Operations Project- Independent
	Afternoon (1-4)	Utilities with Amy C.	HVAC/Heat with Rooks	Operations Project- Independent	Operations Project- Independent	
Week of July 17th	Morning (7-12)	Operations Project- Independent	Reintroduction to HRL Maintenance and ESA Work and Project intro. with Randall	HRL Project- Independent	HRL Project- Independent	HRL Project- Independent
	Afternoon (1-4)	Operations Project- Completion and Review with Mark	HRL Project- Independent	HRL Project- Check in with Randall		HRL Project- Completion and Review with Randall
Week of July 24th	Morning (7-12)	Overview of Grounds with Kyle	Waste Management Shadowing	Intro. To Grounds Project with Kyle	Ground Project- Independent	Grounds Project- Check in with Kyle
	Afternoon (1-4)	Grounds Shadowing	Landscaping Shadowing	Ground Project- Independent		Ground Project- Independent
Week of July 31st	Morning (7-12)	Ground Project- Independent				
	Afternoon (1-4)	Ground Project- Completion and Review with Kyle				
	Arrival					
	Off for Holiday					
	Shift in Schedule					
	Possible Departure Day					
	TBD					

WORK ORDERS

Work Order Statistics by Category

Status of Work Orders Period 05/01/2023 through 06/23/2023

Category	Status of Work Orders Scheduled During Report Period				Work Orders Completed during Report Period		
	Scheduled	Open		Completed during Report Period		Scheduled Prior to Mon May 01 2023	-Total Completed
		#	%	#	%		
C001 - Not Used	2	1	50.0	1	50.0	0	1
F002 - Electrical Equip	132	56	42.4	76	57.6	0	76
F005 - Fire & life safety equip	1	1	100.0	0	0.0	0	0
F009 - HVAC Installations	1377	1122	81.5	255	18.5	0	255
F010 - Mechanical Equip	127	50	39.4	77	60.6	0	77
F011 - Heating Systems	9	7	77.8	2	22.2	0	2
F012 - Elevators & Escalators	10	6	60.0	4	40.0	0	4
F013 - Gas Installations	6	6	100.0	0	0.0	0	0
F016 - Doors	35	23	65.7	12	34.3	0	12
F025 - Site Infrastructure	7	2	28.6	5	71.4	0	5
F027 - Control Panels	2	1	50.0	1	50.0	0	1
F028 - Generators	65	29	44.6	36	55.4	0	36
F032 - A/C Equipment	54	18	33.3	36	66.7	0	36
F037 - Pipework	136	75	55.1	61	44.9	0	61
F038 - Pumps	82	64	78.0	18	22.0	0	18
F039 - Chillers	42	3	7.1	39	92.9	0	39
F047 - Sewerage	4	4	100.0	0	0.0	0	0
F055 - Inspections	1	0	0.0	1	100.0	0	1
F059 - Grounds Equipment	105	11	10.5	94	89.5	0	94
F062 - Tools	2	2	100.0	0	0.0	0	0
F066 - Lighting	5	3	60.0	2	40.0	0	2
F068 - Fuel	1	0	0.0	1	100.0	0	1
F070 - Compressors	8	2	25.0	6	75.0	0	6
F072 - Tanks	7	1	14.3	6	85.7	0	6
-none-	1749	358	20.5	1391	79.5	0	1391
Total:	3969	1845	46.5%	2124	53.5%	0	2124

Work Order Statistics by Work Type

Status of Work Orders Period 05/01/2023 through 06/23/2023

Status of Work Orders Scheduled during Report Period

Work Type	Scheduled	Open As of Fri Jun 23 2023		Completed during Report Period	
		#	%	#	%
CAN	2	1	50.0	1	50.0
CM	65	12	18.5	53	81.5
MOVE	4	0	0.0	4	100.0
PDM	5	2	40.0	3	60.0
PM	1973	1400	71.0	573	29.0
PRO	1126	229	20.3	897	79.7
PROJ	17	9	52.9	8	47.1
QUOTE	2	2	100.0	0	0.0
RM	748	180	24.1	568	75.9
SAF	1	0	0.0	1	100.0
SDXD	7	2	28.6	5	71.4
SP	19	8	42.1	11	57.9
Total:	3969	1845	46.5%	2124	53.5%

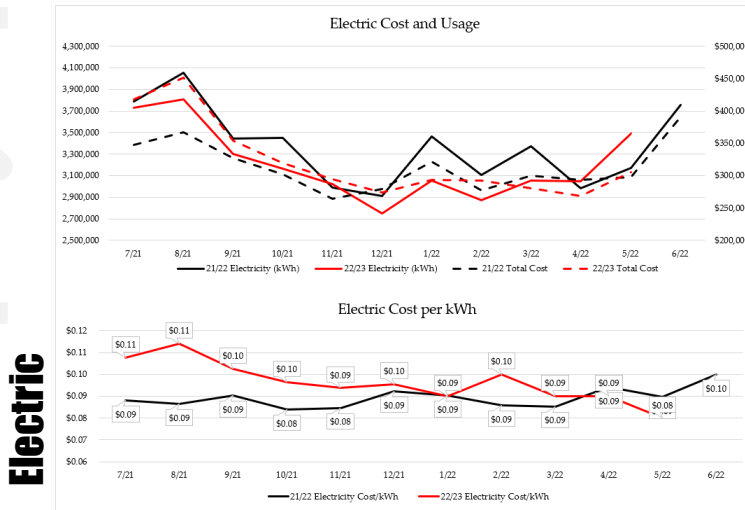


Work order classifications and work types are important to the success of data analysis at WKU. Data analysis enables DFM to determine the areas of greatest need and investigate why issues are being identified on campus. DFM is constantly reviewing how to improve the validity of data and work order input processes. The following projects are in progress this summer to continue data accountability :

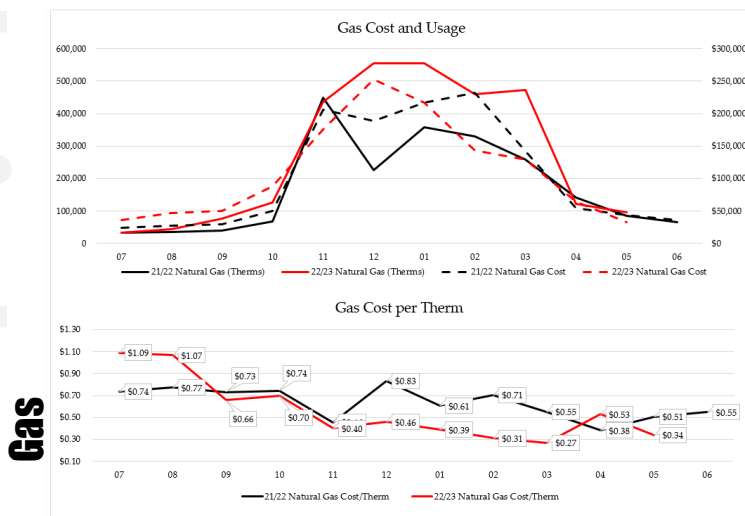
- Classification Review (Conducted by Anthony Berry, Summer Sodexo Intern):**
 Anthony is reviewing classification selections on work orders last WKU fiscal year. The goal is to determine if appropriate selections are made or the suggested classification for the work order description.
- Query Library (Conducted by Haley Kirtley, WKU Sodexo Data Analysis and Communications)**
 WKU DFM utilizes student employees to assist with the responsibilities of Work Control. Students have fluctuating schedules and employment stints can range from a semester or four years. To ensure each student is equipped with the appropriate queries to review and correct data input, a query library is being built to be utilized throughout the department. This library will assist with streamlining the training and onboarding of new team members in DFM Work Control.

ENERGY MANAGEMENT & SUSTAINABILITY

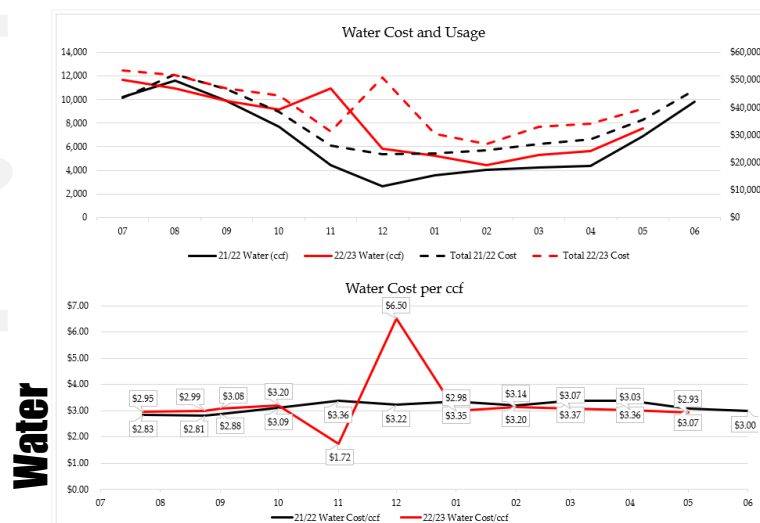
As part of WKU energy efforts consumption and cost of utilities are tracked monthly. Tracking this data assists with predicting annual costs, determining high and low usage periods, and offers a comparison to the previous WKU fiscal year.



This summer's consumption is on an upward trend while cost has remained parallel to last fiscal year.



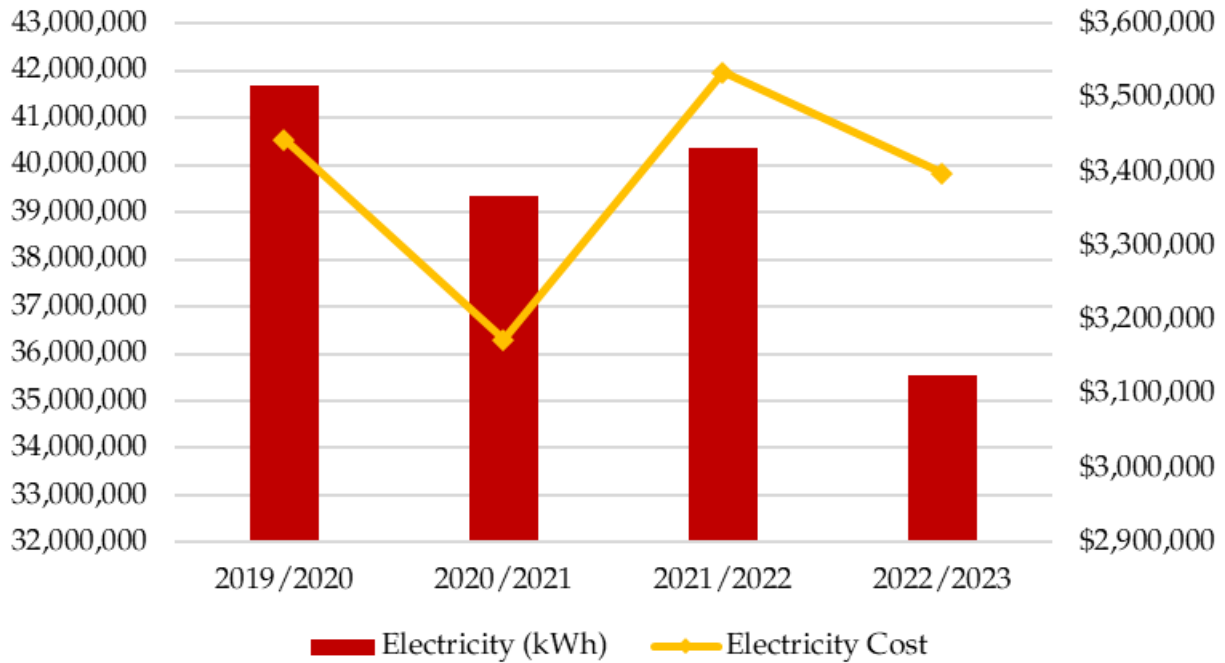
Consumption and cost continue to decrease during the summer months comparable to last fiscal year vs. the record cold winter in 2023.



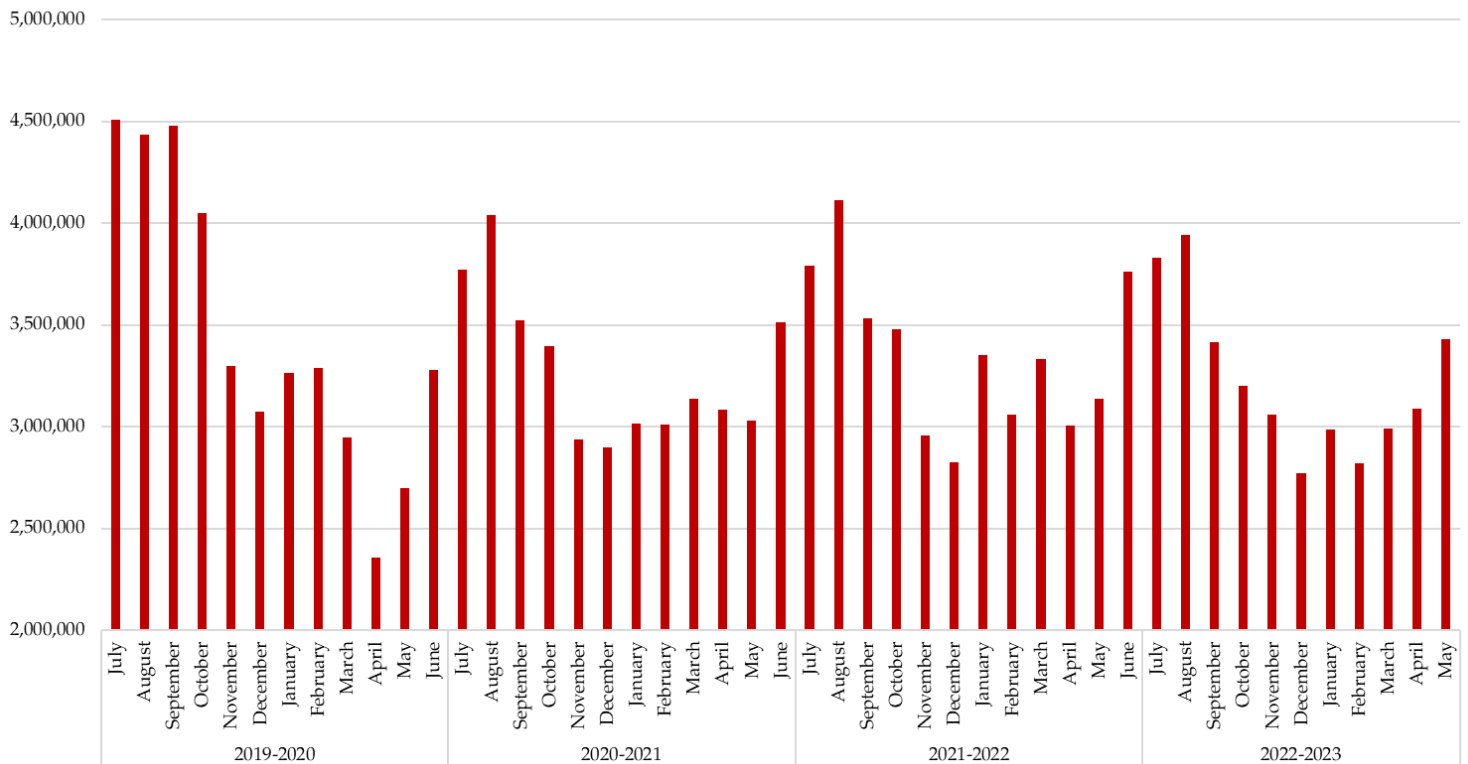
2023 summer months consumption and cost run parallel with the last fiscal year with an overall increase since September 2022.

ENERGY MANAGEMENT & SUSTAINABILITY

Year to Year kWh and Cost Comparison



kWH Comparison by Month



Sodexo Leads the Way in Climate Action

Our Target

34% reduction in absolute carbon emissions globally by 2025*
*vs base year 2017

Recent Accomplishments

The CDP named Sodexo part of the "A List" in 2020, aligning us with many clients and ahead of our competitors.



Leading the Industry

We're the first company in our industry with a carbon reduction target accepted by the Science-Based Target Initiative (SBTi) and the first foodservice and facilities management company with a target for Scope 3 emissions, which includes supply chain, on-site services and employee travel.



"Sodexo is ahead of the competition in establishing an overall goal to reduce greenhouse gas emissions by 34 percent and quantifying the percentage of greenhouse gas emissions associated with climate-intensive foods."

- Natural Resources Defense Council

Science-Based Targets

We worked with WWF to set a Science-Based Target to effectively reduce the Group's carbon emissions by 34% by 2025, thus aligning with the aim of the Paris Agreement to limit global temperature rise to 1.5°C.



95%*

of our carbon emissions come from products and services purchased for our clients and customers and the energy and waste from on-site client services.

Sodexo's actions reduce our clients' footprints as well as our own.

*2017 baseline

Sodexo's Four Strategies to Reduce Emissions Associated with Delivering Client Services

Sustainable Eating

Promote Plant-Based Meals

- Deliver innovative, delicious, crave-worthy plant-based dishes
- Partner with third-party organizations to influence consumer demand for plant-based meals

Source Responsibly

- Source lower carbon products
- Collaborate with our suppliers to reduce impact including production methods and transportation

On-Site Operations

Prevent Waste

- Implement WasteWatch food waste tracking at all eligible sites by 2025
- Reduce use of disposables

Manage Energy Efficiently

- Sodexo teams implement on-site energy management best practices
- Provide energy management services such as renewable energy solutions



Support to Campus Events



2023 Commencement

The Department of Facilities of Management (DFM) kicked off the summer by supporting events prior to and after commencement. To celebrate graduates, events started on Thursday, May 4, 2023, and were carried throughout the weekend.



Summer Camps

WKU hosts a variety of camps on campus throughout the summer. These camps utilize residential halls and several academic buildings to serve their camp attendees. DFM ensures facilities are clean and provides full maintenance services for campers' comfort during their stay at WKU.



Meeting the Class of 2027: WKU M.A.S.T.E.R. Plan

WKU's transition program for all new undergraduate students is designed to help them smoothly transition to their new life as a Hilltopper. Starting Tuesday, August 15th incoming students will attend various events across campus. DFM will support event needs and ensure facilities are prepared for the incoming freshmen.

PROJECTS & SPECIAL ASSIGNMENTS

Campus Services

Upgrade interior landscape bed inside of South Campus with new indoor plants.



Campus Services partnered with Student Government Association and Ecology Club to establish a Pollinator Garden on campus.



Maintenance

Reflooring of Kelly Thompson Hall physic labs included renewing 6kft of painted concrete floors to VCT.



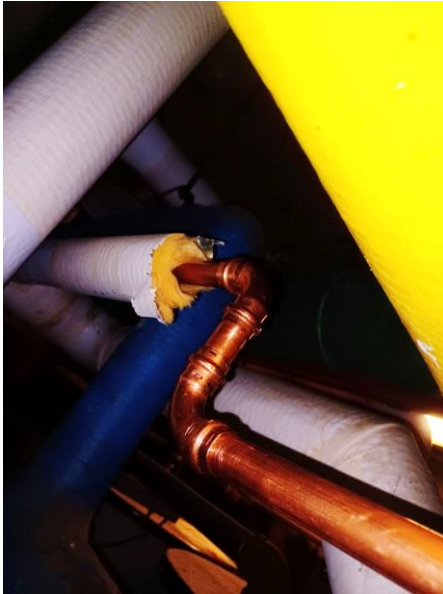
Repaired and cosmetically restored the leaking fountain by lining the basin with the flowable pool liner



PROJECTS & SPECIAL ASSIGNMENTS

Housing Maintenance

Replaced failed section of re-circulation line of the domestic hot water sectionals at Rhodes Harlin Hall



Rebuilt valve assembly for fan coil unit and McCormack Hall.



Environmental Services

Completed deep cleaning of restroom at Smith Stadium.



Cleaning residential room for Gatton Academy in preparation for summer camps and for the academic year.



TRAINING & DEVELOPMENT



SUMMER DEVELOPMENT

English as a Second Language (ESL) classes are being offered to our employees whose primary language is Swahili. The classes cover an introduction to English and basic interpersonal communication. These classes extend over a 6-week period during the summer.



DFM also completed a Sodexo supervisor training to review the handbook and department policies to kick off the new fiscal year.



SUMMER 2023 SAFETY TRAINING

May

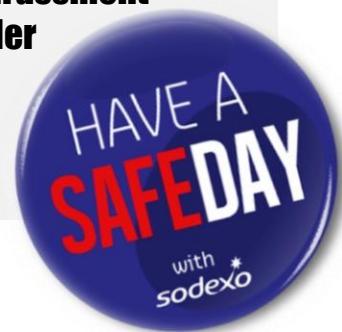
- **Hand Safety**
- **Hand Tool Safety**

June

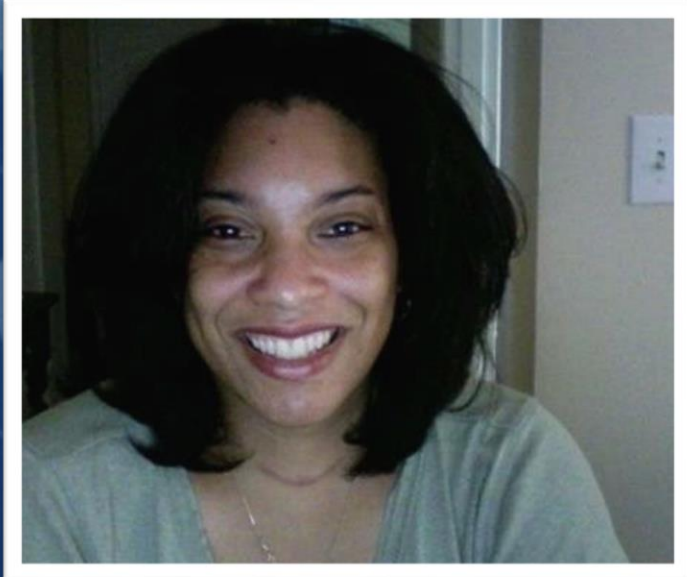
- **Heat Exposure Safety**
- **Slips, Trips, and Falls**

July

- **Prevention of Sexual Harassment**
- **Compressed Gas Cylinder**
- **Recognizing Gas Leaks**



LEADERSHIP



Tiffany Williams
Vice President of Facilities Operations
Sodexo Universities - East



Daryl Morris
District Manager
University Facilities- Southeast

The background of the slide features four rolled-up blueprints, each showing a different architectural or technical drawing. The blueprints are arranged in a cluster, with their ends pointing towards the viewer. The background is a light blue color with faint technical drawings and lines, including a grid and various geometric shapes. A red banner with a white arrow pointing right is located at the top left.

THE SODEXO VALUE

SITE VISITS

- **3/29/2023 Stuart Howser (Safety Auditor)**
- **5/09/2023 Tiffany Williams (Vice President of Facilities Operations Sodexo Universities – East) and Daryl Morris (District Manager University Facilities- Southeast)**

THE SODEXO VALUE



NEW TECHNOLOGIES

MAXIMO NEW ANALYTICS IMPROVEMENT Implemented March 2021

FM DnA is our new Power BI Dashboard that incorporates operational statistics reporting, purchasing and contractual KPIs.

FM DnA - FACILITIES MANAGEMENT DATA AND ANALYTICS



**SITE
MANAGEMENT
SYSTEM**

What's new and upgraded?

Training Tracker and Quality Inspections for Custodial Team are two applications that received major upgrades to expand their reporting capabilities and provide a greater variety of inspection templates.

EMPLOYEE RECOGNITION and APPRECIATION



2023 Employee Appreciation Ice Cream Social

“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

Sodexo

