

**STUDENT LIVING**

by *sodexo*\*

STUDENT LIVING ACCOMMODATION PLACE ROOM SLEEP SECURITY FRIENDS CAMPUS EDUCATION LIFESTYLE HOME COMFORT FACILITIES

PLACE ROOM SLEEP SEC  
FACILITIES STUDENT  
LIFESTYLE HOME

## Student Living by Sodexo

### Shaping the future

Universities are living through challenging times. There is increased competition to attract the best students, deliver quality teaching and offer facilities which underpin a rewarding student living experience.

At Sodexo, our expertise lies in the management of quality of life services – providing positive and enriching experiences for students making choices in the complex and highly competitive marketplace of higher education.

Sodexo has a history of working with partners in higher education and we are able to support institutions, developers and investors in the delivery of quality of life services through our offer – Student Living.

Student Living offers an extensive portfolio of facilities management services to optimise operational efficiency and quality. We provide an online marketing and booking service through to on-site hotel services and the management of the building's asset and life cycle fund.

Our dynamic approach to delivering quality of life services places us in a unique position to align our innovative delivery to individual business needs and strategic goals – creating a quality of life experience for students in a safe, welcoming environment.

# Values

**Sodexo is a national and global market leader in integrated facilities management services.**

With over 50 years' experience in higher education, we design, manage and deliver service solutions for our clients through a collaborative management approach. These are the values that underpin our offer, Student Living by Sodexo:

## **credibility**

We are a strategic partner for companies and institutions that place a premium on performance and wellbeing – delivering quality of life services

## **value**

We create and deliver best value through bespoke solutions deploying the latest systems, technologies and innovation

## **professionalism**

Our dedicated teams deliver fully integrated facilities management services – driving efficiency through our responsive, multi-skilled approach

## **wellbeing**

Our student-centric approach has wellbeing and care at its core, enabling students to experience independent living in a safe and secure community



## Student services

pastoral care  
survival guide – health and wellbeing  
Wi-Fi Internet services and helpdesk  
social events calendar  
social media network

## Lettings

marketing and website management  
lettings and allocation services  
rent collection and debt management  
reception and front desk management  
helpdesk

## Commercial services

retail stores  
catering facilities/cafes  
third party lettings  
online student shopping  
sports and gym facilities  
vending  
laundrette  
bars

## FM services

management and on-site team  
supported by our IT platform - Global Maximo,  
SAP business management and  
asset management applications

### Technical services

planned preventative maintenance  
reactive maintenance  
building management systems  
health & safety/governance/compliance reporting  
procurement services

### Environmental services

waste management  
building cleaning  
window cleaning  
grounds maintenance

## Sinking fund

sinking fund management and reporting  
maintenance management programme  
supply chain management  
equipment and asset management  
property development/project management

## Utilities management

tenant charges/reporting  
bureau services  
tariff management  
invoice checks  
benchmarking

## Design

**Every one of our contracts is tailored to meet the needs of each client partner and to add value to the student living experience.**

Central to our business is our facilities management offer. This is our operating platform and is pivotal to our success and integral to all we do.

Our unique approach then allows us to identify with clients the exact needs of each location, building a set of services that will match the requirements of the client and the residents.



## Manage

**Having designed the optimum solution, we ensure we embed robust management processes which define and measure success against agreed goals.**

Together with appropriate rigour around our operating processes, it is important that we have management and operational capability. Our fully integrated structure provides this through a dedicated on-site team, supported by a significant off-site resource base.

By combining the diverse talents of our teams, we can offer a range of innovative solutions through:

### **People services**

**lettings  
student services  
commercial services**

### **Buildings services**

**technical services  
environmental services  
utilities management  
sinking fund**

*“Sodexo has been a breath of fresh air; within days of taking over the entire FM provision on our behalf, we were aware we were tapping into a wealth of expertise, back-up and know how.”*

James Boyle  
Managing Director  
Infrastructure Investments Ltd





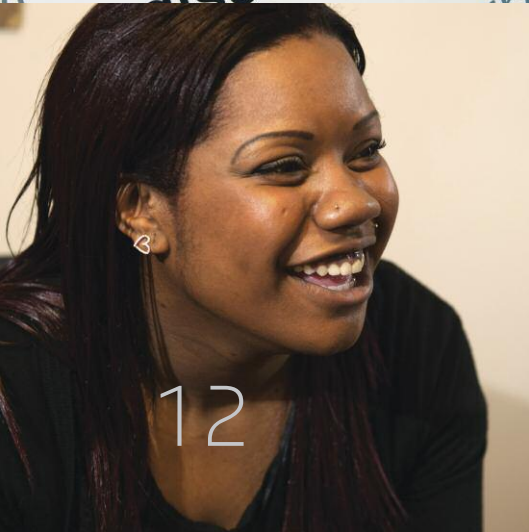






STUDENT LIVING ACCOMMODATIONS  
EDUCATION LIFESTYLE HOME COMFORT  
ROOM SLEEP SECURITY FRIENDS CAMPUS EDUCATION  
ON PLACE ROOM SLEEP SECURITY FRIENDS CAMPUS EDUCATION  
STATION PLACE ROOM SLEEP SECURITY FRIENDS CAMPUS EDUCATION  
SPORT FACILITIES





# People services

## Exceeding expectations

### Lettings

We work with industry-recognised room booking software to manage tenant lettings and account management.

### Commercial services

Convenience stores, cafes and bars feature at many of our locations. These feature a range of high street and bespoke food concepts with a focus on fresh foods, sustainability and delivering an excellent experience.

### Third party business

During the summer months we seek to drive additional revenues, marketing the facilities for summer students, summer schools, events and conference business.

### Gym and leisure

We have our own health and fitness offer – healthworks – which can be rightsized to any location. Through healthworks, we aim to support students in their pursuit of personal fitness goals.

### Student services

We offer students a range of amenities which serve to add value to the student living experience.

We are able to support students in meeting the challenges of a new environment and moving away from home for the first time. Supported through online inductions, we link to student organisations such as the local Student Union, and appoint student ambassadors.

# Building services

## Technical services

Under the umbrella of technical services by Sodexo, we support our clients in providing a safe and compliant environment. Our service delivery is founded on the asset management framework, adding value through:

- increased operational efficiency through applying improved workflow processes
- optimisation of capital and operational expenditure through maintenance and investment planning
- minimising the risk to the asset through improved risk and fault investigation techniques

## Environmental services

Our experience of managing waste is underpinned by the waste hierarchy, i.e. sustainable waste management. This is augmented by a progressive approach looking at new technologies and systems. We work with carefully selected waste partners to deliver the best economic solution whilst minimising environmental impact. Of equal importance is engaging the students and obtaining their buy in.

## Utilities management

The volatile and increasingly expensive energy market means energy management is high on most business agendas. We are able to support our clients through a range of comprehensive energy management solutions designed to optimise performance, including:

- checking the accuracy of paper and electronic invoices
- assisting in the accurate recording of data
- offering real-time monitoring and targeting, using Automatic Meter Readings (AMR)
- providing comprehensive solutions to charging utilities costs to each tenant/cluster apartment

## Sinking fund

The fund is designed to maintain the building at an agreed standard throughout its life. The landlord determines the appropriate level of life cycle work to satisfy their investment criteria. Sodexo works with the client to prioritise the annual requirements in line with this plan/fund. Following this, Sodexo plans the work, procures the materials and manages the subcontractors through our tender governance protocol.









*“The Sodexo team has continually demonstrated flexibility in their approach and delivered a quality of service that has enhanced the student experience at our Avery Hill Campus.”*

Christopher Powner  
Director of Estates & Facilities  
University of Greenwich

## Lifestyle

We operate our services with highly motivated on-site teams. Our mission – to improve the quality of life to all those we serve. This, we demonstrate through our continual measurement of performance and levels of satisfaction.

We want to know that we are providing an enriching and positive experience for students.

It is important for us to keep in touch with trends and lifestyle changes to ensure we are providing all that is required.

We work with leading IT and telephony companies to provide high speed internet services to our residents.

To help identify and track trends in this key area of university life, we undertake substantial research. The Sodexo University Lifestyle Survey enables us to gain a comprehensive insight into the needs and expectations of the student population in the UK.

The survey helps us to tailor our services to meet student needs and work with our clients to plan further developments in the design and delivery of all services.

## credibility

- Sodexo is a global company delivering group revenue of €18.2bn
- 55 years' operating experience in higher education delivering services to over 25 university campuses across the UK
- named 'Global Sustainability' Industry Leader in the Dow Jones Sustainability Index
- ranked number one for Diversified Outsourcing Services Provider

## value

- menu of comprehensive service solutions to draw on
- scalable operating model
- ability to combine skill sets to provide the optimum performance
- unrivalled support of a multinational organisation in managing health & safety, sustainability HR and environmental solutions
- proactive reporting on the efficiency of building assets through our CAFM system - Global Maximo
- commercial and retail expertise to build and drive revenue streams

## professionalism

- self-delivery of all services by qualified on-site teams
- Sodexo's technical services provide advanced call-out capabilities with regular teams
- ISO accreditation: 9001; 14001; 18001
- IIP accreditation giving confidence in the quality of training
- Centre of Excellence promoting best practice

## wellbeing

- enhance the student living experience through interaction with motivated and engaged on-site teams
- security assessments by qualified on-site teams
- offer students a Lifestyle Survival Guide app
- engage and communicate with students through social media network
- apply proven, robust risk management procedures
- research and publish the Sodexo University Lifestyle survey

MAINTENANCE  
COMMERCIAL SERVICES WASTE MANAGEMENT BUILDING MANAGEMENT FACILITIES MANAGEMENT  
RETAIL CATERING BAR ONLINE SHOPPING LAUNDRY HOUSEKEEPING SPORTS AND GYM FACILITIES MAINTENANCE SAFETY AND SECURITY GOVERNANCE COMPLIANCE  
UTILITIES REPORTING BUREAU SERVICES TARIFF MANAGEMENT INVOICE CHECKING SINKING FUND REPORTING MAINTENANCE PROGRAMME SUPPLY CHAIN PROPERTY DEVELOPMENT PROJECT MANAGEMENT  
HELP DESK CARE HELP RECEPTION SO  
PASTORAL CARE HELP RECEPTION SO  
STUDENT SERVICES PASTORAL CARE HELP RECEPTION SO  
LETTINGS MARKETING WEBSITE  
RECEPTION SO

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