



# TOTAL FACILITIES MANAGEMENT AT THE UNIVERSITY OF WEST LONDON

**The University of West London (UWL) is based in the heart of one of the UK's most successful business regions, West London and Reading. UWL is ranked in the top 40 UK universities and is the top university in London for student satisfaction in the National Student Survey. UWL has a reputation for high-quality education, with the latest figures showing that 98% of its graduates are employed within six months of graduating.**

The University is 7th in the UK for facility spending according to the Complete University Guide 2020, investing £150 million into their campus.

We have a 10-year contract to deliver Total Facilities Management at UWL. The university has also undertaken a significant change project at its two main sites in Ealing and Brentford, with a multi-million investment in new facilities.

We focus on ensuring an excellent student experience at this leading university.

## Our Solution

We are committed to enhancing the student experience at all levels across the university through all our facilities management services.

In addition, we provide students with work experience and work placement opportunities over the period of the contract.

Since 2015, the number and variety of external events has increased by over 200%. The team provide a flexible, professional response to these events and ensure that the University continues to be able to promote its space to the general public.

## The Client Benefit

The client benefits from increased training and development opportunities for students including placements, apprentice schemes, and work experience placements.

Following the £50 million redevelopment project at the Ealing site, students have been able to make use of all of the superb new facilities at the Ealing campus.

Our green themed initiatives aim to push the recycling and reuse of waste to 60% or above.

As a result of the big increase in the number of events, we ensure we provide more attention to what's needed including extra cleaning and greater space management.

## Our Services

- Student experience
- Events support
- M&E maintenance
- Building fabric maintenance
- Cleaning
- Grounds maintenance
- Pest control
- Shuttle bus services
- Waste
- Security
- Reprographics
- Car park management
- Switchboard and helpdesk
- Logistics & post
- Caretaking & reception

## Key Facts.

- **200% increase in the number and variety of external events**
- **£200K savings in 2019**
- **60% of waste is recycled or reused**

## Facilities Management Commitment

### A positive health & safety culture

- To create a positive health & safety culture with a zero accident rate.

### Delivering high quality services

- To deliver high-quality, value for money services built on internal, national and internationally recognised standards.

### Creating partnerships with clients

- Partnership and customer care - the foundation of our business.

### Guaranteed performance

- Guaranteeing our service and performance commitments through robust performance management systems.

### Environment

- Putting sustainable development at the heart of our activities.

