In the Queen’s Birthday Honours, Ian May (Head of Building Maintenance) was awarded a British Empire Medal for Services to Higher Education in the Reading community.

Ian May joined the University in April 1990 as a maintenance fitter in, what was then, the Buildings Office. Over the 26 years that he has been part of the University, Ian has worked his way up to lead the Building Maintenance team.

He is heavily involved in the local community, having supported the Scouts for more than three decades.

Ian is currently a deputy district commissioner and a training advisor in Reading. He is also the Health & Safety Coordinator for Berkshire Scouts. Ian is also a school governor and trustee at Maiden Erlegh Academy, and Chair of the Local Advisory Board for the new Maiden Erlegh School in Reading.

Along with four other British Empire Medal recipients from Berkshire, Ian received his award from the Lord Lieutenant of Berkshire on 29 September 2016 at a ceremony in Newbury. Many congratulations to Ian from all of us in E&F!

Above: a very happy Ian May shakes hands with the Lord Lieutenant of Berkshire

Top image: Ian and family (his sons David and Jacob, and his wife Helen) with the Lord Lieutenant

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Our Green Gown award
The University is proud to have won in the Facilities and Services category of the 2016 Environmental Association for Universities and Colleges (EAUC) Green Gown Awards.

The annual EAUC Green Gown Awards are a celebration of sustainability achievements across the higher education sector. The University’s improved energy efficiency for its science labs was picked as the overall winner in the Facilities and Services category. The judges saw Reading’s entry as: ‘an exemplar model of engagement and collaboration with senior academic leaders which has led to a significant impact on energy savings and carbon reduction measures. Strong leadership for this project aligns closely with the theme of “Securing and Sustaining Societies” in the University’s over-arching strategy to 2026.’

Stars of the Future award
Our Green Gown win follows hot on the heels of another national award – our win in the ‘Stars of the Future’ category of the Love Energy Savings awards – for work we’ve carried out on science lab fume cupboards. This was part of the University’s £1.025 million programme to upgrade the ventilation to its science lab fume cupboards.

Science lab fume cupboards
The University’s investment in upgrading the ventilation to its science lab fume cupboards is saving over £300,000 and over 1,000 tonnes of carbon dioxide each year. It involves:
- Upgrading the ventilation control systems
- Replacing extract fans with higher efficiency equivalents
- Providing more efficient ventilation to several chemical storage cupboards
- Removing redundant cupboards
- Re-calibrating the run speeds of fume cupboard ventilation across campus.

For more details about this programme, please contact Dan Fernbank (d.fernbank@reading.ac.uk)

OUR ACHIEVEMENTS

OUR GREEN IMPACT AWARD WINNERS

This year’s NUS Green Impact programme saw a wide range of teams from across Estates & Facilities, the wider University and UPP deliver sustainability in their local areas.

Teams that had achieved the coveted ‘Gold’ award in the past were encouraged to attain the ‘Excellence’ award: teams had to deliver their own unique solution to sustainability in an area of interest to them.

Estates & Facilities continued to have strong representation in the awards, and the teams demonstrated our continued commitment to the scheme.

E&F teams received the following awards:

- The Estates & Facilities building received an Excellence Award for the innovative idea from Rhiannon Vaughan to create and position insect hotels around the building.
  Graham Sewell and Ken Dyke (Maintenance) helped Rhiannon with the construction of the hotels.

- Greenlands Hotel & Conference won an Excellence Award for innovation for CleanConscience (founded by Gwen Powell) – a UK first for recycling waste guest bedroom toiletries.

- Catering Services and SportsPark received Working Towards Excellence Awards.

- Portering and Clean & Green teams received a Special Recognition Award.

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FROM THE DIRECTOR’S CHAIR

As we near the end of another year, we can reflect on 12 months of significant change across the University.

There has been considerable reorganisation in many areas, and in most we are yet to determine if the set objectives have been achieved.

However I am delighted that, as far as the delivery of services from the many facets of E&F is concerned, we have remained steadfast in making customer focus and professionalism two of our top priorities.

Changes and meeting new challenges

We have seen some long-serving members of our team slip away into retirement or to pastures new, while others have moved from E&F to other parts of the University to take advantage of new opportunities.

Consequently we have also seen the arrival of new faces and new ideas. We welcome them and are excited to see the innovations that will come to fruition in the New Year.

It is this regeneration that helps drive forward our ambition for continual improvement.

It has been a pleasure to see how the various teams that make up E&F have faced the challenges of change. Our teams have not only risen to the challenges, they have sought new opportunities to explore, creating ways to provide a better service or wider choice for our multitude of customers.

Christmas break

I would like to wish all E&F staff a very restful and happy time this Christmas as we enjoy a chance to spend time with family and loved ones. I look forward to returning in the New Year, re-energised and eager to take on the many and varied challenges that 2017 will undoubtedly have in store for us.

Have a Merry Christmas and a Happy New Year!

Colin Robbins (Director of Estates & Facilities – Head of Function)

BETTER DIVERSITY & INCLUSION: BRINGING YOUR WHOLE SELF TO WORK

Do you bring your whole self to work? Or do you feel that there are parts of who you are that you need to hide?

The University prides itself on being an inclusive employer. At Estates & Facilities we feel that we have a good record on promoting diversity and opportunity, but perhaps you feel differently?

At E&F we believe in an inclusive and diverse culture not just in relation to sexual orientation but in all aspects – including, but not limited to, race, gender, religion, etc. – so that you can bring your whole self to work and be respected.

Let’s improve diversity and inclusion at E&F and the University

The University of Reading was ranked 204 out of 415 private and public sector organisations in the Stonewall Index. (Stonewall is a group promoting the interests of LGBT+ (lesbian, gay, bisexual and trans people).) The University’s target is to be in the top 50 of the Stonewall Index by 2020, and an action plan group has been set up to determine how we can achieve this.

We anticipate that actions which lead to greater inclusivity for one group (in this case LGBT+) will result in improvements and benefits across the board. For example, steps to improve flexibility in working were initially aimed at working mothers, but they have benefited all staff, whether they are parents, carers or have other responsibilities.

Get involved with the new E&F diversity and inclusion Best Practice Group

E&F is already one of the most diverse areas of the University. We are actively supporting the University in its efforts to be more diverse and inclusive. Our Best Practice Group will focus on the University’s three current prime areas for better diversity and inclusivity: gender issues, sexual orientation, and race.

If you have concerns related to gender issues, sexual orientation, and race that you feel are being overlooked – or if you would like to be involved in the Best Practice Group – please contact Janis Pich (j.l.pich@reading.ac.uk).

Many congratulations to Ian May (Head of Building Maintenance), Ian was awarded a British Empire Medal for Services to Higher Education in Reading. For photos and more, please see page 1.
BERKSHIRE HEALTHCARE AT EARLEY GATE

Berkshire Healthcare has signed a deal to move key services to the University of Reading. The agreement will see Berkshire Healthcare take over 12,000 square feet of space in the Reading Science and Technology Centre in 2017.

The move will see the redevelopment of part of the Science and Technology Centre. This will enable a range of academic partnerships to be located alongside Berkshire Healthcare services.

Existing partnerships with the University include the Berkshire Memory Clinic (working closely with academics from Pharmacy), and the Anxiety and Depression in Young People Centre (AnDY).

‘We’re pleased to have such a significant partner join us in the heart of the University’s health and life sciences quarter at Whiteknights. We’ve been working closely with Berkshire Healthcare to identify this opportunity and we look forward to their presence on campus, and our growing partnership.’

Chris Reeve (Property Services Director)

‘Caring about our patients is our top priority and these facilities will create a better environment to deliver the right care in the right places. Furthermore it makes the best use of our resources and will ultimately save costs.’

David Townsend (Chief Operating Officer, Berkshire Healthcare)

‘It is common sense to have our two organisations work closely on property matters, and this letting is a culmination of our respective estates teams working together for over a year. The Trust and University share strong links which this co-location will build on.’

Edmund Smith (Property Services)

WANTAGE BAR NOW OPEN

Over the summer vacation, the Bars team and UPP worked in partnership to form a team to completely refurbish Wantage Bar.

Wantage Bar had been untouched for many years; the refurbishment has transformed the bar into a comfortable welcoming space.

Work included redecoration as well as new flooring, lighting, ceilings and furniture. The team was particularly proud that they were able to up-cycle items from Wantage Hall including broken dining room benches to clad the bar, and restoring two dining room tables as bar centrepieces.

The team worked to a budget of just £15,000 and definitely achieved amazing results!

VAN EMDEN LECTURE THEATRE REFURBISHMENT

The HumSS building at Whiteknights now has a more contemporary teaching space with increased capacity and improved facilities

John Turner (Projects) led the refurbishment of the Van Emden Lecture Theatre, which was completed in September.

Work began in June and was completed on schedule in time for the beginning of term. The programme was tight so careful planning and management was essential.

One of the key challenges was carrying out works in the building when 800 language students were studying there – this required good communication and understanding from the works team as well as students and staff in the building.

The refurbished Van Emden Lecture Theatre is now visually modern and striking.

The lecture theatre now has:

- 35% more seating capacity (was 173, now 233)
- Writing ledges and improved accessible seating areas
- A new tech desk, audio-visual facilities and provision for lecture capture
- Extensive white boards
- Improved heating, ventilation and lighting.
MARTIN WHEELER WINS BRITISH BBQ BATTLE

This hotly contended competition had seen all the entries whittled down to just eight finalists. Entries had come from all areas of the food industry including universities, pubs, bars, restaurants and hotels.

Participants had to produce a three-course meal for four people, using a barbecue for as many elements as possible. Sauces and marinades from one of the main sponsors also had to feature in the dishes.

The judges tasted all the dishes, deliberated their scores and announced the winners for each category.

Martin Wheeler (Chef, Eat & Drink at London Road) was crowned the winner of the university category!

After all the categories had been announced the only prize left was the big one – the overall winner – which was also awarded to Martin!

The judges made special mention of Martin’s Lamington dessert: ‘It was the best dish of the day’.

Matthew White (Catering Hotel & Conference Services Director) congratulated Martin on his win: ‘Amazing result, huge congratulations, I know you were competing against some excellent chefs so well done to you and for showcasing in-house university catering so brilliantly!’ and Colin Robbins added ‘Very well done Martin – a great result!’

Wednesday 15 June saw the final of the British BBQ Battle with a double win for chef Martin Wheeler in the beautiful grounds of Blenheim Palace in Oxfordshire.

It was a great experience competing in such a well-organised national competition, and it feels amazing to have won. I have to thank the University of Reading for giving me the opportunity and for all the support I received before, during and after.

A special thank you to Executive Chef Darren Edwards for all of his help.’

Martin Wheeler

GLOBAL FOOD MARKET TRIAL AT WHITEKNIGHTS

A global food market was trialled this term in direct response to feedback from our international students.

The student feedback suggested that even though there is a wide variety of food available across campus, there was still a need for more authentic world cuisines.

Through contacts at other universities we found that the introduction of a street-style food market had a really positive impact and created a great experience for all.

The University’s food market proved really popular. It was managed by the same company who run the CHOW market in Reading town centre every Friday.

The University’s catering team and the Students’ Union (RUSU) were also involved. Our catering team enjoyed being part of the great atmosphere the market created.

Our street-style global food market near the Palmer building proved very popular.
SNEAK PEEK: THAMES COURT ROOMS AT GREENLANDS

Rooms for all seasons: 60 new bedrooms at Thames Court, Greenlands are being decorated based on four distinct themes.

Our new Thames Court rooms for conference and events accommodation will reflect our Greenlands campus and surroundings. The artwork in each room will complement the colour palettes for each of the four chosen themes.

For more information about this project, please visit the Greenlands accommodation website: www.henley.ac.uk/about-us/greenlands-new-accommodation

NEW LONDON ROAD CAFÉ

The School of Architecture has a new home at the Old Library building on the London Road campus. As part of the building redevelopment, a kiosk style café was created.

The new café began trading in September serving students and staff. If you happen to pass by, Jo will be happy to serve you from a wide range of great-tasting barista-style coffees as well as a large selection of sandwiches, paninis, toasties and plenty of other treats.

The café is open Monday to Friday from 9.00 am to 3.00 pm.

FAREWELL TOMMY CANNON

Tommy Cannon (Carpenter, Maintenance Services) has retired after an amazing 36 years of service at the University!

Tommy has seen many changes over the years and his cheerful and positive outlook will be missed around the E&F building and the campus.

Friends, family and colleagues gathered at the Carrington building on 26 July 2016 to wish Tommy a fond farewell and to thank him for his devotion and service to Maintenance Services and the University.

We wish Tommy a very long and happy retirement.

Photo: Tommy with his wife Caroline at his retirement party.

IAN CRUICKSHANK RETIRES

Ian Cruickshank recently left the University after more than 10 years’ service, and headed off to enjoy his retirement.

Ian was a valued member of E&F and will be missed by all who worked with him.

He started his retirement by jetting off to France, and will no doubt be spotted on the banks of the River Thames enjoying the rowing.

We wish Ian all the best in his retirement.
GREENLANDS SNAKE SURPRISE

As part of the new Greenlands residential accommodation, existing services had to be isolated from Kennet House and Cherwell House to enable demolition. Overcoming problems with bats, house martins, and one inconvenient nesting mallard, what else in this growing menagerie would rear its head next?

SSE Telecoms were appointed to isolate the data cables by pulling them from Kennet into a chamber outside the walled garden. The SSE engineers were having some difficulty, and were facetiously told to put their backs into it. Still without luck, they dug around the cables buried in the ground to make it easier to pull them out.

Not a cable...

One SSE engineer put his hand into what he thought was a duct to drag the cables out. Instead of cables though, he pulled out bones of rodents and amphibians. With that, and no doubt a few indignant hisses, a snake slithered out (imagine the engineer's surprise!).

Tall tales of escaped creatures

Everyone promptly legged it, but someone was quick to call project manager Paul Harding mentioning stories of recent zoo escapes and conjuring up tales of yesteryear when mythical creatures escaped the small holding farm and had to be captured.

Telling them to pull themselves together, Paul visited site to identify the snake. (Guesses had ranged from an anaconda or black mamba to an adder.)

Capturing the slippery culprit

A ground worker was commissioned to dig around the lair (lucky him) while an ecologist attended to hopefully catch the serpent. After a careful dig, the snake re-appeared, and was sharply seized by the ecologist!

An unpleasant smell was noted and blamed on the poor snake – it was a musk given off by the understandably distressed creature.

Nothing to worry about

The snake turned out to be a common grass snake.

No other snakes were found in the vicinity, and the culprit was successfully re-homed elsewhere at Greenlands, allowing the cables to be transferred.

Photo: the not-an-adder Greenlands snake being carefully moved to a new home

WORD SEARCH: 2026 TRANSFORM CAPITAL INVESTMENTS PROGRAMME

Lesley Brady has set us a puzzle! Can you find all the words?

| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z |
| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z |
| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z |
| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z |
| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z |

AMBITION
CAPITAL
INVESTMENT
CHANCELLORS
BUILDING
GREENLANDS
ACCOMMODATION
HEALTH [and]
LIFE
SCIENCES
HENLEY
BUSINESS
SCHOOL

LIBRARY
PROGRAMME
PROJECTS
RESEARCH
FACILITIES
STUDENT
ACCOMMODATION
TEACHING
TRANSFORM
OURS

Lesley Brady
AND LAST, BUT NOT LEAST...
New faces and achievements at E&F

NEW TEAM MEMBERS

NIGEL WINGFIELD
Nigel Wingfield has joined Estates & Facilities as our Projects Director. He spent the last seven years at Royal Holloway, University of London delivering their capital new build and refurbishment programmes. Nigel is a quantity surveyor by trade. He worked as a funders’ monitor for RBS before delivering multiple projects as a developer. He recently took up spin classes then progressed to cycling. He enjoys weekend sports, and has raised funds for the British Heart Foundation by cycling from London to Brighton.

LAURA MALLEY
Laura Malley joined the Venue Reading team as Lead Events Coordinator in May. Hailing from Glasgow, she worked in a variety of events roles there before moving south of the border. Laura is enjoying her new role and has already been involved in a wide range of events. In her spare time she enjoys cooking and going to the theatre.

JUSTIN SIMPSON
SportsPark welcomes new Duty Manager Justin Simpson. Justin arrives with extensive experience working within the leisure industry.

LAUREN WELLS
Lauren joined Catering, Hotel & Conference Services in June 2016 as Personal Assistant to Matthew White. She loves dogs and previously worked in retail and recruitment.

CAROLINE HANSON
Welcome to Caroline Hanson who joined the University on 1 November as a part-time Investment & Development Property Administrator. Caroline is in the Property Services team at the E&F building.

COSTANZA TANI
Costanza Tani joined the Projects team in August 2016 as Assistant CAD and Project Documentation Officer. Her main task is to help Penelope Tsounou keep the University’s drawing database up to date. Costanza recently moved to Reading from Italy, and she is excited to learn as much as she can from this new experience in the UK. Her background is in building engineering and architecture, and her dream is to work as a landscape designer.

Before moving to England, Costanza worked in the Real Estate and Facilities service department at the European University Institute in Florence. She loves walking, skiing and ‘plunging’ into nature whenever she can.

JENNY MCGROther
At the end of October, E&F said goodbye to Moira Simpson (Health & Safety Services Director) and Gretta Roberts (Scientific Safety Officer). Our new Health & Safety Services Director is Jenny McGrother. We expect a new Scientific Safety Officer to join us by February 2017. Jenny recently spotted an example of customer service and safety at Eat at the Square. One of our catering team members helped parents with a toddler by offering to get them a highchair.

CONGRATs EVI
Congratulations to Evi Konstantinidou (Health and Safety advisor) for successfully completing her National Examination Board in Occupational Safety and Health (NEBOSH) Certificate. Well done, Evi!

CHARLIE WARREN
We welcome Charlie Warren, who has recently joined the Catering team in the important role of Head Chef in the Central Kitchen. Charlie certainly has the skills and experience needed to run our central kitchen; his previous role as Head Chef at a large hotel involved producing food in a main kitchen to be delivered to satellite kitchens across the hotel.

DANIEL BATES
Daniel Bates joined the Projects team in August 2016 as a Project Manager. Prior to this, Daniel worked in the Capital Delivery Hub at Croydon Council delivering new schools and school expansions. He also worked for many years as a consultant for Thomson Roddick & Laurie, a private practice in Maidenhead. Daniel lives in West Berkshire and enjoys cycling.

Environmental awards for the University and E&F. For photos and details, please see page 2.

SEND US YOUR NEWS
Please send your articles & pics for the next 24/7 newsletter to Maria: m.swan@reading.ac.uk

24-7 E&F NEWS