



“We chose ARAMARK as our first facilities outsourcing partner in 2003 because of their industry expertise, innovation and talent. But the real differentiator was the way they promised to treat our valued employees. They delivered on their promise, following a meticulous labor transition plan which put our employees at ease and treated them with the utmost respect.”

– John Mickler, Director, Facility Operations Contracts & Risk Management, Millikin University

HELPING MILLIKIN UNIVERSITY THRIVE

Decatur, Illinois
2,499 Enrollment
974,000 Square Feet
Partner Since 2004

ALIGNING WITH CLIENT GOALS Millikin University is a distinctive Midwestern institution with approximately 2,500 students. In 2003, Millikin searched for a service provider for their facility management operations. They sought a partner with the expertise and innovation to raise the overall quality of its operations, minimize expenses, implement sustainability practices and improve operational efficiency. Of utmost importance, Millikin wanted a partner that valued the well being of the University's existing loyal and dedicated facility staff. Millikin found that partner in ARAMARK. They signed a contract for Custodial, Grounds, Maintenance, Energy Management and Construction Management services. ARAMARK's ability to deliver high quality service and achieve substantial cost savings was rewarded with a 10 year contract renewal in 2008.

FIRST AND FOREMOST, EMPLOYEE WELL-BEING To address Millikin's priority of taking care of the employees, ARAMARK created a labor transition plan that was respectful of and sensitive to employee concerns of transitioning to an outside employer. "As the changeover progressed, we were very pleased with the method ARAMARK used to put our employees at ease in transitioning to ARAMARK", said John Mickler, Director, Facility Operations, Contracts and Risk Management. Even five years after the original contract was awarded, 100% of the maintenance staff has remained and almost 20% of all ARAMARK employees at Millikin have been promoted.

Services:
Facility Operations
and Maintenance,
Custodial, Grounds,
Energy Management and
Project Management



“When Millikin started talking about outsourcing, the employees didn’t like it. But four of us visited other campuses to evaluate different outsourcing partners. ARAMARK was the only company that allowed us to talk to their employees directly and freely. This made us feel more comfortable with ARAMARK and really said a lot about the company as a whole. We unanimously recommended them as our partner. They’ve been great to work with, immediately responsive to whatever I need. We can do a good job so our customers are happy and tell everyone about us – what better advertising do you have than that?”

– Al Dillow, Maintenance Manager, 14 years of service



OPTIMIZING OPERATIONS ARAMARK achieved a 50% reduction in custodial supply costs through the implementation of quality control processes and job specific training programs. Introduction of a Preventive Maintenance program reduced remedial emergencies by approximately 45%, enabling the maintenance department to evolve from a reactive to a proactive role. Over the last four years, ARAMARK’s aggressive energy management program reduced gas consumption by 14% and electricity by 4%, netting Millikin an energy savings in excess of \$800,000.

**Reduced energy costs > \$800,000;
Reduced custodial supply costs 50%**



TRANSFORMING THE GROUNDS When ARAMARK first assumed responsibility for the grounds and landscaping of Millikin’s 42 acres of maintainable space, it sought to increase curb appeal in support of student recruitment and retention efforts. Additional resources were invested in high impact areas including purchasing equipment, providing the necessary training and allocating additional labor. Simultaneously, ARAMARK minimized areas considered unattractive and labor intensive through the creative use of mulch and weed barriers. Attractive plantings were added along the campus tour route. The campus has now become a source of pride to the campus community, which is reflected in the 96% satisfaction rating given to grounds maintenance from faculty, staff and students.

96% satisfaction rating for grounds maintenance from campus community



PRESERVING THE ASSETS Over the last four years, ARAMARK’s capital project management program has been responsible for the planning and oversight of more than \$16 million of capital project work including the conversion of a 1950’s era science building that was no longer in use. Millikin asked ARAMARK to manage the \$6 million capitalization and modernization of the former science building into a new business school. The facility now qualifies as a candidate for LEED® certification by the U.S. Green Building Council.

Responsible for \$16 million in capital project work



ENVIRONMENTAL PRESERVATION ARAMARK co-chairs the Millikin Sustainability Committee, whose goal is to raise environmental awareness and provide the campus community with information on its sustainable initiatives. For example, solar energy panels are being installed on one of the residential buildings in conjunction with a grant that was received by the Illinois Clean Energy Community Foundation. ARAMARK was responsible for introducing the campus to Recyclemania™, a national program that encourages a campus-wide recycling program. Finally, ARAMARK also introduced an IMP (Integrated Pest Management) process that greatly enhances pest control management while minimizing the use of harmful products.

ARAMARK co-chairs the Millikin Sustainability Committee



THE ARAMARK DIFFERENCE Passionate about aligning with your goals. Dedicated to employees’ well-being. Committed to providing industry leading expertise. Delivering measurable outcomes.

Contact us at 866.428.1094 or aramarkhighered.com