

Our Vision: We will provide excellent, financially sustainable services and facilities to our customers, which will make a significant contribution to the University's world class aspiration.

MT Viewpoint



Paddy Craig
Assistant Head of Sport
(Development)

Any great team is only as good as the people that work in it, and our staff have been very much my focus over the past couple of months. It is always difficult saying goodbye to talented colleagues who've left for new challenges in different organisations, but also an endorsement of the opportunities for exposure, training and development that working in such a big, complex organisation like Leeds brings.

With goodbyes come hello's and we are delighted to welcome a number of fantastic new staff to the sports team, who will bring with them new ideas and fresh perspectives that will help to continue to drive our business forward. Sarah Speers has been appointed our new Performance Sport Manager and will take responsibility for our coaching team of Heads of Sport, athlete support services and performance club development. Sarah joins us from Leeds City Council where she was Head of Synchronised Swimming. Rachel Wilson has had an internal promotion and moves across from aquatics to become our new Social Sport and Coach Education Coordinator. Suzi Garnett joins us from the Lawn Tennis Association as our new Sports Volunteer Officer, a brand new role for the University focusing on using the power of volunteering to develop well-rounded, highly employable graduates.

They all join the University and CCSS at a very exciting time and we look forward to them sharing the skills and experiences across the wider services.

PCB is expanding its offerings

Operations

Customer

Finance

After eight years of using Xerox printers the Print & Copy Bureau (PCB) are changing suppliers and introducing a range of Ricoh digital printing equipment. The new equipment will make PCB less reliant on outside suppliers by bringing more work in-house.

Ricoh's technical innovations will allow PCB the opportunity to offer significant new services: a spot varnish and white ink facility; an extended range of

new textured papers and synthetic materials and the ability to print on 100% recycled paper. The 100% recycled paper capability will make PCB one of the greenest in-house print facilities in the university sector.

This initiative is focussed on delivering on our commitment to a more sustainable university and achieving greater financial sustainability for our services.

Cycle Safety Success

Operations

Customer



Following the successful cycle safety campaign held on campus on 9 and 10 October, our thanks go to all our volunteers who did a fantastic job running the stall and giving safety advice to students.

Coming soon... a second cycle safety event is going to be delivered at The Edge, promoting crime prevention advice and the sale of D-locks, lights and bike marking to keen cyclists who use our sports facilities. In addition, a Cycle Safety Action Group, chaired by Jo Hynes and attended by various partners from across the FD, including Security, PC Rebecca Hurrell, Sustainability and Residences, will be meeting regularly to focus on cycle crime prevention and positive campaigns for the future, including Freshers 2018.

Refectory entrance improves customer experience

Operations

Customer



Great Food at Leeds have improved the entrance to the Refectory to enhance the customer journey and simplify our messaging for customers.

New digital screens installed feature Great Food at Leeds offers across all our outlets, with one screen dedicated to

showing weekly Refectory menus – demonstrating the fantastic variety of food available before even stepping inside. The display screens also provide opportunities for promoting wider CCSS messages in an important and busy social space on campus.

Security Away Day

People

On Friday 13 October our Security Services Shift Managers attended an away day, led by Malcolm Dawson. The aim of the day was to improve understanding of health and safety management so we can

improve the service we deliver. Jo Hynes spent time with the team discussing future planning, and special thanks go to Rebecca Dearden from the Secretariat who joined the team as a guest speaker.



Another Fantastic Varsity Experience

Operations Customer



Now in its 13th year, Leeds Varsity gets bigger and better every year with Leeds University Union, SPA and Leeds Beckett Sports Teams collaborating to ensure all students, whether participating or spectating have a fantastic experience.

This year saw the Varsity programme expand with the introduction of a Tuesday night hockey event and a Varsity Festival, both held at Sports Park Weetwood. The Weetwood Operations Team worked closely with LUU staff to ensure these events were carefully organised and ran smoothly on the day. The new hockey event was a huge success, drawing

hundreds of people up to Weetwood to support their teams on the night, creating an amazing atmosphere for those playing.

On the day itself SPA hosted nearly 30 fixtures across The Edge, Gryphon Sports Centre, Sports Park Weetwood and Bodington Playing Fields. With fantastic organisation everything ran on time and all the students and spectators had a fantastic day despite the challenging weather conditions.

The final score saw the University of Leeds narrowly miss out on the Varsity title as Leeds Beckett triumphed 32-29.

Showcasing our Expertise

Customer People

In partnership with Leeds Global Community, GFAL have been hosting fun cooking demonstrations for students with the aim of reinforcing the GFAL brand values, showcasing our wealth of expertise and knowledge of food, and inspiring students to have a go at cooking. Although the sessions have been open to all students, GFAL aimed to provide support and an engagement opportunity for our international cohort in particular.

Accompanied by Senior Chef de Partie Chris Johnson, Simon Wood, Head of Food Development, has been leading the demonstrations. Following fantastic feedback from the

freshers week session, Simon and Chris held another demonstration around the theme of Halloween and Bonfire Night at the end of October and will be hosting more in the future.



GFAL and Sustainability work together on new enterprises

Operations Customer



In order to support and set an example of sustainability on campus, Great Food at Leeds have launched a whole new range of reusable KeepCups, along with a new initiative aimed at combatting food waste, the Too Good To Go app.

Reusable cups have previously been stocked in GFAL outlets, but these have been revamped and rebranded this year with the University's logo and are now available in nine different colours, in addition the premium glass 'long play' cup. A KeepCup is made from the equivalent amount of plastic as 20 disposable cup

lids, and breaks-even after just 15 uses, compared to a disposable cup. Using a KeepCup will save you 10p each time you use it in a GFAL outlet and your first drink is free!

Since the start of term nearly 400 KeepCups have been sold, almost 100 long play cups and over 70 reusable University water bottles!

'Too Good To Go' has been launched in The Business School cafe and The Refectory, and will help reduce food waste, a key aim of the university. The app offers a limited availability of surplus food portions in each location, which staff and students can order and purchase for only £2.50. Food offering ranges from salads, sandwiches, jacket potatoes and daily hot specials.

Find out more at gfal.leeds.ac.uk/toogoodtogo

CBI Dinner

Operations Customer



Once again, The Refectory has hosted the Confederation of British Industry (CBI) Yorkshire and the Humber Annual Dinner – a prestigious annual networking evening for senior business executives, including leaders of local authorities, Local Enterprise Partnerships and other key stakeholders from across the region.

The annual event is an important date in the calendar for Yorkshire business and the part that the University plays has not gone unnoticed. This is the 5th time the

event has been managed by Conference and Catering who are pleased with the exceptional service they receive from our teams.

External organiser, Angie Gault, said: "Thank you to the countless members of the team that made our 2017 CBI Annual Dinner such a fabulous success. Everyone worked tirelessly to deliver a brilliant event and nothing was too much trouble. Simon (Wood) and the team offered an amazing menu and food on the night, as they always do! Everything came together like a well-oiled machine, everyone was really impressed."

The GFAL team not only showcased our venue brilliantly, they demonstrated the University's professionalism and customer-centric ethos.

Our Strategy

People

Valuing & developing our staff

Finance

Financial sustainability

Operations

A sustainable, effective and efficient organisation

Customer

Delivering an excellent customer experience

Our Values



Show You Care



Know Your Stuff



Share a Smile



Go the Extra Mile

We know we're getting it wrong when we:



Say "it's not my job"



Openly criticise colleagues



Sap energy from others



Ignore issues and problems