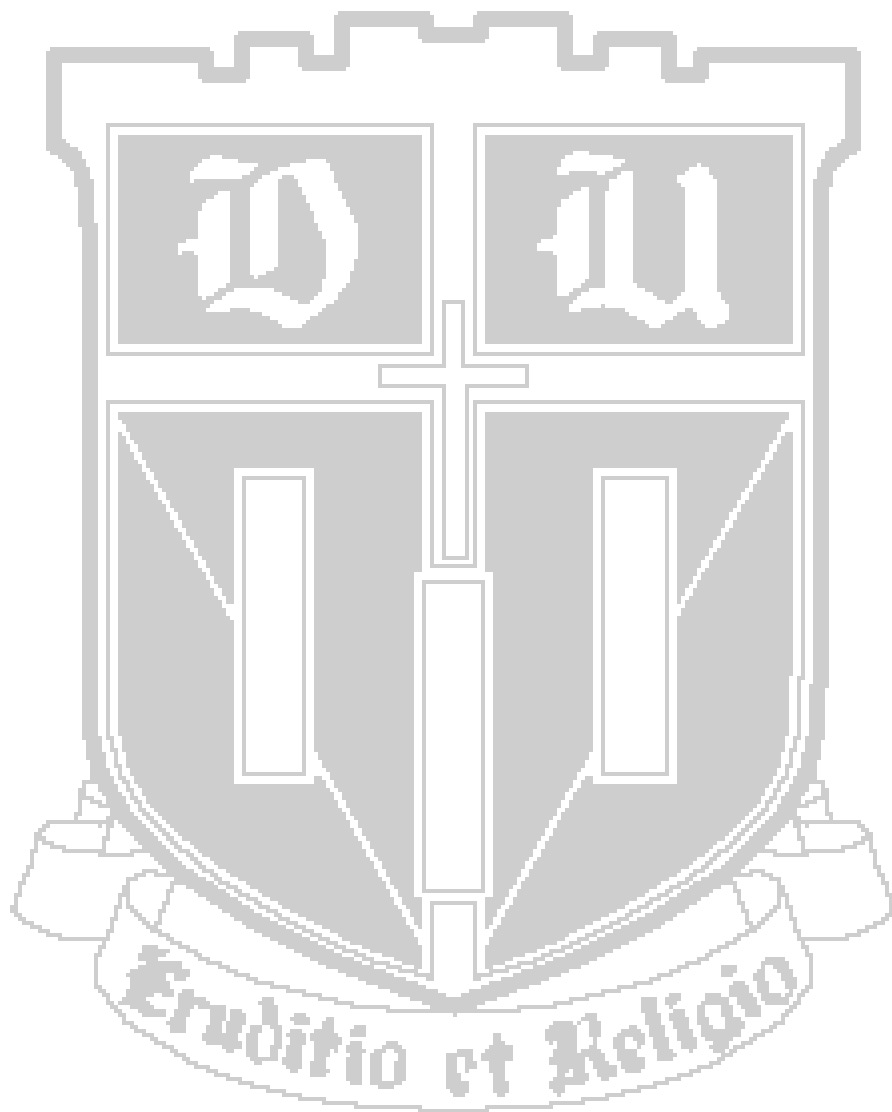


FMD AND THE COMMUNITY



Facilities Management Department
Duke University

January 2004





FMD AND THE COMMUNITY

BACKGROUND

The mission statement of Duke University includes the development of its students as “adults committed to high ethical standards and full participation as leaders in their communities.” On a corporate level, the University understands clearly that “Duke itself is a citizen of a nested set of larger communities..., and that the university must strive constantly to play a constructive role as a good citizen of the Durham community.”

Community outreach has long been an important activity at Duke’s Facilities Management Department, and in 2000 FMD formally adopted outreach as a new strategic goal. We adopted this goal based on our awareness:

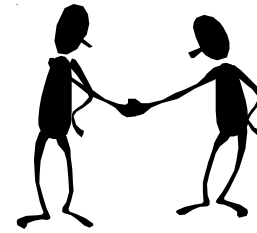
- That the University is keenly aware that it was created specifically for the benefit of the larger society and has established *community outreach* as a University goal;
- That the University is directly affected by the strength of our ties to the greater Durham community;
- That community outreach is a personal priority for our own employees as well as for students, faculty and our FMD contractors; and
- That FMD, because of its large staff with skills in horticulture and construction craft skills, its contacts in the contractor community and its “out-in-front” working environment, is uniquely qualified to support the outreach goals of the University.

Our goal is to use our existing leadership and strong service orientation as a base to improve relations with the nearby Durham community. We will do all we can to help fulfill the University’s mission of public service, and to improve the physical and social environment in and around the University campus.





NEIGHBORHOOD PARTNERSHIP INITIATIVE



FMD is an important member of the “Duke-Durham Neighborhood Partnership Initiative” (NPI) Program, which is sponsored by the Duke University Office of Community Affairs. The NPI seeks to enrich and improve conditions for Duke and the surrounding schools and neighborhoods. FMD and the Office of Community Affairs have worked to develop concrete plans for FMD support to specific high-priority school and community projects. In particular, many FMD contractors have asked for the chance to become part of our “Stewardship Program” by donating their time and skills to these projects. The impact of these volunteers has been impressive. Projects in progress and under evaluation include:

- Roof repair and improved drainage at the Walltown Ministries office on Knox Street.
- Repairs to doors and windows, new gutters and insulation in ceilings and floors at the Walltown Intern House.
- New carpeting, fence repairs, and extensive building repairs at the West End Community Teen Center.
- Creation of an outdoor memorial and play space at the Montessori School.
- Additional storage units at the George Watts Elementary School Media Center.
- Additional bookcases at the Rogers-Herr School.
- Still more bookcases at the Forest View School.
- Creation of a new fire exit at the Black Box Theater in the School of the Arts.
- Repair of the Cupola at the School of the Arts.
- Planning and initial implementation of extensive repairs and landscaping improvements at the St. James Community Center. (This project will take several years to fully implement).
- Support for kitchen improvements and a health clinic at the Lyon Park Community Center.

Other recent assistance activities in the community include:

- Completion of the Outdoor Environmental Learning and Play Center at the E. K. Powe School. This was a multi-year cooperative effort by the school and FMD, including a grant from Home Depot, Inc. and numerous volunteer contractors who donated tens of thousands of dollars of work in kind to create a new science wing and outdoor learning area at the school.
- Grounds, electrical and other logistical support for the Fall 2003 Habitat “Blitz Build” house in celebration of the 10th anniversary of President Keohane.
- Acoustic attenuation panels at Forest View Elementary School.
- Creation of closet storage at George Watts Elementary School.
- Realigning, resurfacing and repainting the track at the Durham School of the Arts.
- Cleanup of winter ice damage at the School of the Arts, together with an Earth Month “Grounds Up” project by employees of the FMD Grounds and Sanitation Unit.
- Exterior signage at the St. James Family Life Center.
- Termite repair and treatment at the Walltown Children’s Theater.
- Final landscaping at the Northside Baptist Church Community Center, to allow the organization to obtain an occupancy permit.
- Final landscaping at the Lyon Park Community Center.
- Improved lighting, security and winterization at Walltown Children’s Theater



- Construction of a backdrop and wings at the outdoor performing stage at the Durham School of the Arts.
- Donated effort by Joel's Tree Service and Mid-Atlantic Infrastructure Systems, Inc. to replace the underground storm drainage system at Watts School.
- Follow-up landscaping on the lower half of George Watts Elementary to complete resolution of the surface erosion problem.
- Upgrade of the entrance areas at Rogers-Herr Elementary School.
- Construction of a security fence at the Walltown Children's Theater.
- Construction of a similar fence at the Northside Baptist Church Community Center.
- Repairs to the interior of the West End Teen Center on Kent Street.
- Removal of hazardous razor wire on the grounds at the St. James Family Life Center.
- An Earth Day 2001 landscaping project at Watts Elementary School.
- Waterproofing the foundation of the Urban Ministries facility on Knox Street.
- Building a photo-mural for E. K. Powe.
- Logistical support for the "KABOOM" playground at Lyon Park.
- Support for remodeling the Knox Street Grocery and the Malone Building on Kent Street to serve as community centers.
- Creation of a mini-park off of Hillsborough Street and Hillandale Road.
- Regular donation of recycling containers, mulch and other landscaping materials to neighborhood schools.

EARTH MONTH PROGRAMS



The Earth Day landscape project at the Durham School of the Arts (DSA) continued a long history of Earth Day/Earth Month programs at local schools, supported by FMD's Grounds Maintenance Unit. In 2003, teachers, parents, and students from DSA joined with one of our Stewardship contractors and with Duke University student volunteers and FMD employees to repair winter storm damage, plant trees, shrubs, ground cover and flowers at the school's front entrance, and to mulch the surrounding natural areas. Other Earth Month activities included:

- The annual Duke Compost Giveaway.
- Brown Bag Lunch lectures and other information activities on ecological issues.
- "Garbology" demonstrations to encourage recycling.
- Support for the Triangle Clean Cities Coalition.
- The Environmental Information Fair.
- Co-sponsorship of Durham's Earth Day Festival at the Durham Athletic Park, and
- Logistical support for the annual Crest Street cleanup.

MOVEOUT FOR CHARITY



Each spring, thousands of students go home after classes, leaving behind huge quantities of materials that can be re-used, including food, clothing, blankets, toys, furniture, TVs, radios, computers, household items, lumber, cinder blocks and other building materials. For the past eight years, Duke Recycles and our Sanitation teams have sponsored a program, called "*Move out for Charity*", to collect these items and provide them to non-profit community



organizations for reuse in the local area. In 2003, we collected **200 cubic yards** of reusable items and provided them to local charitable organizations. That equals the volume of a room, 12 feet by 56 feet, filled from floor to ceiling. Over the years, the materials have been donated to Agape Corner, the Durham Rescue Mission, the Helping Hand Mission, the Crisis Response Center, the Residential Home for Abused Women, Genesis Home and the Carnivore Preservation Trust. This program benefited many good charities, avoided wasting tons of non-renewable resources, and saved space in the landfill, all while saving the University between \$1,000 and \$1,300 each year in tipping fees and other expenses.

DUKE STORE

Over the course of the year, the University surpluses or discards a great deal of usable school and office supplies, including paper, 3-ring binders, etc. Our FMD Sanitation and Recycling units salvage these materials for donation to local schools and literacy groups.

RECYCLE FOR THE CHILDREN



During at-home football games, Duke Recycles works with volunteer groups such as the Boy Scouts, local high school students and with children who attend the games to collect some of the glass, aluminum and plastic cups that would otherwise be trashed. The project helps raise the environmental consciousness of the volunteers, and the proceeds of the drive are given to the Duke Children's Hospital, which serves the Durham community, North Carolina and the southeastern region of the United States.

UNITED WAY



FMD is a vigorous supporter of the annual University United Way campaign. The department makes direct contact with every employee to explain the benefits of the campaign and to encourage employees to respond, but we emphasize that actual participation is strictly voluntary.

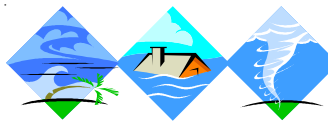
HOLIDAY FOOD DRIVE



For many years, FMD has sponsored a food drive to benefit the Durham office of the Food Bank of North Carolina. Prior to 2000, our staff historically gave about 500 cans of food each year. Since 2000, the Department has worked with the Duke Student Government to expand the drive to the University at large. In addition to donations by students and staff, the drive has been strongly supported by many Duke departments and by FMD's Stewardship contractors. Collections have increased each year over the past few years. The first university-wide drive in 2000 collected 5,000 cans. In 2001, the team collected over 27,000 cans and in 2002 increased to more than 38,000. In the most recent drive in 2003, collections exceeded 105,000 cans!



DISASTER RELIEF



When disasters strike, FMD responds. When Hurricane Isabel blew through in 2003, one FMD employee at the Marine Lab lost her home and virtually all of its contents. Responding to notices on the FMD Opportunity Board, FMD employees made many donations of money and materials to help her get back on her feet. After the September 11, 2001 attack on the World Trade Center and Pentagon, many employees asked how they could help. The Red Cross quickly filled its blood needs, and the various relief agencies soon reported that they had all the services and supplies needed for recovery at the site. Still, the FMD employees wanted to help and collected cash to assist families of New York firefighters. Earlier in 1999, when Hurricane Floyd ravaged eastern North Carolina, FMD collected many large gaylord boxes of food, clothing and other necessities and helped deliver them to victims in Eastern NC. FMD also collected cash for donation to the American Red Cross for Floyd disaster relief. In the months immediately following the storm, nearly 30 FMD employees donated their own time to repair and renovate the Leisure Home Life Retirement Home in Tarboro, NC. While it is difficult to plan specifically for such events, when the need arises, FMD stands ready to help.



BLOOD DRIVES

In 2001 and 2002, FMD worked with the American Red Cross to sponsor blood drives at the old Facilities Center, enlisting 19 volunteers in 2001 and 32 in 2002. Starting in 2003, the drive was held at FMD's new location at the Smith Warehouse, and included invitations to the remaining Liggett employees at the Warehouse as well as to all Duke offices in the East Campus area. The Red Cross brought its Bloodmobile to the site, and we enlisted over 40 volunteers to donate.



OPPORTUNITY BOARD

Many employees at FMD enjoy being active volunteers when they are off-duty. Beginning in 2003, FMD is facilitating volunteerism by posting notices of off-duty opportunities in several FMD locations. This "Opportunity Board" provides employees a way to pass the word when they know of worthy needs for volunteers in the community. It makes it easier for our employees to find outlets for their desire to give to the community, and helps recognize those who do volunteer. Among other such opportunities, FMD employees helped two fellow FMD employees recover from the total loss of their homes, one in a hurricane and the other in a Christmas season fire.

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