Estates and Facilities

Quality & Environmental Policy

Estates and Facilities are committed to acting as a responsible operator and custodian of the University of York Estate. Our services are shaped under six core objectives:

- Business planning.
- Integrated physical and digital estate.
- Safety and compliance
- Cost containment and income
- Engagement and customer service
- Sustainability

Business planning - We will strengthen our governance, process, plans and assurance mechanisms to provide effective support to the University, with organisational design that ensures smooth and effective day-to-day operations and empowers us to meet challenges that arise.

We will provide continuity for core functions, ensuring that we continue to meet our compliance obligations. We recognise the importance of our role in the stewardship of the campus and its grounds and are committed to protecting and enhancing the environment that has been created.

Integrated physical and digital estate - We will seek to create innovative and welcoming environments and spaces that compliment each other to support and benefit our community both in person and online.

Safety and compliance - We will embed the health and safety assurance framework to ensure that we have a safe and welcoming environment for all.

Cost containment and income - We will support the University cost containment and identify opportunities for income generation.

We will identify opportunities to rationalise the digital and physical estate, promote different approaches to working, maximising efficiency and generating and delivering income streams for the University.

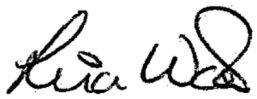
Engagement and customer service - We will engage with the University community and develop services that provide the best outcomes for our customers.

Estates and Facilities

We will seek to continually improve through organisational learning, staff development, knowledge sharing, proactive engagement, review of customer feedback and the analysis of performance to ensure we continue to meet the expectations of the University community and other interested parties.

Sustainability - We will champion sustainability and deliver energy savings on behalf of the University.

All staff will be supported in their respective roles to protect the environment, fulfil compliance obligations, and continually enhance the environmental performance of our operations. We will also educate and encourage all staff to champion sustainability to the wider University community to ensure the efficient use of University resources.



Lisa Woods
Director of Facilities Management and Campus Services, and Interim Director of Estates