

MITIE secures facilities management contract with the National Audit Office

MITIE, the strategic outsourcing and asset management company has secured a contract to provide an integrated facilities management solution to the headquarters of the National Audit Office (NAO) in London.

Under the new five-year contract, MITIE is responsible for providing a full range of facilities management services to the newly refurbished, 21,150m² former Imperial Airways building using a single multi-skilled team. Amongst the services included in the contract, MITIE is delivering hospitality, catering and business support services to the 850 NAO employees and the 20,000 guests that are expected to visit the building each year.

The Grade II Listed, historic building at 157 – 197 Buckingham Palace Rd was built in 1939, and was originally used as an air terminal to transport passengers by train to the flying boats docked at Southampton or to Croydon airport.

The site has been used as the headquarters for the NAO since 1986, however in 2008, the financial watchdog's staff had to move out temporarily so that the building could be completely revamped to provide a more energy efficient, modern office space. MITIE was involved heavily in the refurbishment project, providing a full asset management service by fitting out the mechanical and electrical infrastructure of the building and being responsible for its maintenance going forwards. After installing energy efficient plant and sustainable features such as rainwater harvesting and passive infrared lighting, MITIE is helping to ensure that essential services are maintained and that energy usage is minimised.

The refurbishment was finished in November with the occupants moving back in early December by which time MITIE had mobilised its facilities management team and completed the on-site training needed to support the transition from building site to a fully functional office and provide a seamless service from day one.

Jo Bell, Director for MITIE, commented: "We are delighted to have furthered our relationship with the NAO and will work in close partnership with the client to manage the building and complement the revamped office space by delivering exceptional services to its occupants."

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Notes for editors

What is MITIE?

We're the strategic outsourcing and asset management company.

What does that mean in practice? Providing everything from strategic consultancy, to world-class delivery on the ground. From long-term infrastructure planning, to facilities management, property and engineering services. Our strategic input can add value at the highest level, while our practical management expertise can save customers money and maximise their returns.

At the same time, it's not just *what* we do, but how we do it that makes us different. Our people are passionate about what they do, committed to working in partnership with their clients, and will always look for a fresh answer to a new challenge.

We work with our clients in three ways; some take full advantage of our whole range of expertise by buying the whole suite, others may only need one aspect of what we do:

Strategy and consultancy

+ Facilities and project management

+ Service delivery

In other words, we think, we manage, and we deliver.

The thinking phase is all about finding strategic answers to long-term challenges about assets and resources. Facilities and project management puts those plans in place, and our unrivalled range of services is one of the best in the business.

There's a lot more to MITIE than you probably think. We're a big company with big ambitions - a leading FTSE 250 support services business, with more than 54,000 people, revenues in excess of £1.7bn, and a reputation for being the best.