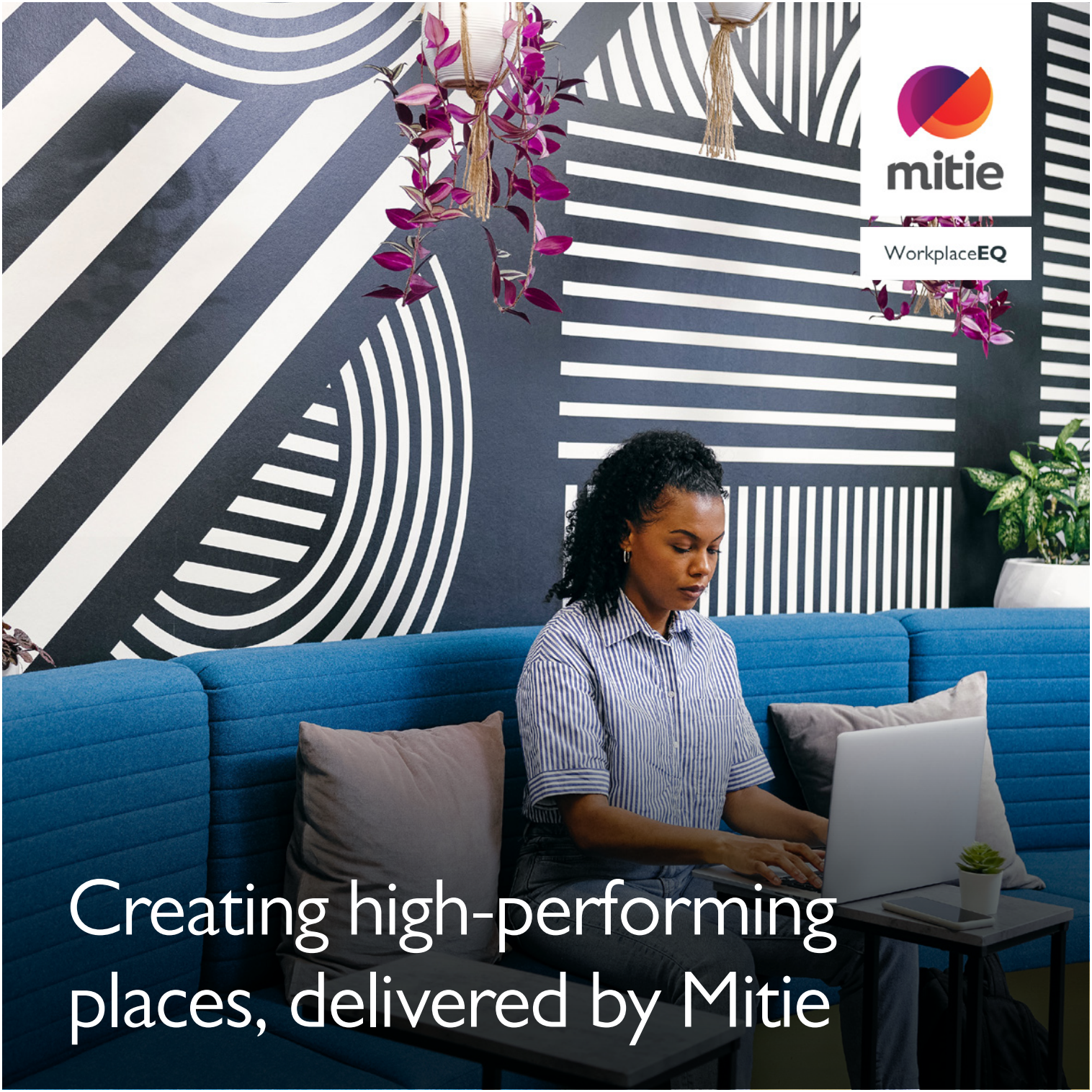
mitie
WorkplaceEQ
Creating high-performing places, delivered by Mitie

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Introducing WorkplaceEQ®

A high performing place is one you can measure, not one you assume. It performs on the things that matter, such as, utilisation, experience, cost and carbon and it keeps performing as needs change. WorkplaceEQ is Mitie's integrated approach to workplace transformation, bringing together three connected capabilities

Workplace advisory and consultancy

FM consultancy and change management

Workplace technology and optimisation under one accountable partner.

It isn't a theoretical framework. It's built on how workplaces actually operate day to day, grounded in the services we self-deliver across complex estates, so every workplace decision is practical, deliverable and measurable, and keeps delivering value over time.

Workplaces are **under pressure**

WorkplaceEQ is designed to answer the needs of today's organisations as they emerge and develop.

The role of the workplace has changed faster than most estates have been able to respond. Hybrid working is now the norm. Portfolios are under scrutiny. Technology has accelerated. Expectations around talent attraction, retention and experience have increased. Leaders must make confident decisions and clearly demonstrate value.

Yet you may still be facing workplace challenges, such as:

- Workplace strategy, FM delivery and technology still operating separately
- Space and services that don't reflect how people actually work
- Data exists, but confidence in decisions doesn't
- Investment is difficult to justify or measure
- Unclear workplace direction or competing priorities
- Poor adoption of new spaces, services or systems

The result is fragmented delivery, slower decisions and missed workplace opportunities. But it doesn't have to be this way.

Workplace trends shaping decisions now

Portfolios are shrinking and under scrutiny

Investment is focused on fewer, higher performing assets that must justify their place.

Buildings are judged on performance, not colleague presence

Utilisation, energy, experience and compliance now matter more than occupancy alone.

Workplaces are becoming always on, live environments

Real time data, automation and predictive control are moving from innovation to expectation.

Operational performance is under the spotlight

Energy use, cost, carbon and compliance are measured daily - not just at design stage.

Digital and physical estates are converging

Space, services and systems are increasingly managed as one connected environment.

Flexibility and experience are shaping behaviour

Spaces are designed to adapt continuously, influencing how people work, collaborate and attend the workplace.

Wellbeing, resilience and experience are business priorities

From neuro inclusion to climate resilience and service experience, expectations are rising fast.



Why WorkplaceEQ?

Many workplaces focus on only part of the picture - strategy without delivery, or delivery without strategy.

WorkplaceEQ combines both so you get…

- Strategic insight grounded in operational reality
- Self delivered FM services, providing real performance insight
- Workplace technology designed around live environments, not assumptions
- One partner accountable for outcomes rather than a chain of separate suppliers

That means workplace decisions are practical, deliverable and measurable - and continue to deliver value over time. This benefits leaders across your organisation, from the C-suite and HR to real estate, FM and technology.

What WorkplaceEQ delivers for you

- Confident, evidence led workplace and portfolio decisions
- Spaces shaped by user sentiment, productivity and behaviour
- Aligned workplace strategy and FM delivery to enable transformation at scale
- Better adoption of spaces, services and technology
- Improved use of space, assets and investment
- Clear evidence of value over time



Flexible by design

WorkplaceEQ is shaped around your organisation, not a fixed, one size fits all model.

Whether you need clear strategic direction, targeted intervention or full-scale transformation across a portfolio, you benefit from three capabilities with one joined-up approach.

WorkplaceEQ is delivered through three integrated capability areas. Each plays a distinct role. Together, they turn workplace intent into measurable performance. The three options can be engaged individually or together, depending on what you need to solve.

And they work together, overlapping and reinforcing each other:

- Advisory provides clarity and direction
- FM consultancy turns direction into delivery
- Technology measures performance and drives optimisation

The three WorkplaceEQ areas of delivery:

01. Workplace advisory and consultancy

Helping you make confident workplace and portfolio decisions by building clarity, evidence and direction.

02. FM consultancy and change management

Turning workplace strategy into services that perform consistently, at scale and without disrupting business as usual.

03. Workplace technology and optimisation

Using integrated systems, data and insight to support better decisions and continuous improvement.

Six stages of WorkplaceEQ

As the WorkplaceEQ model is flexible and adaptable. You can engage at a single point or across the full lifecycle, depending on what you need to solve.

01

Strategic alignment

Agreeing direction, priorities and success measures to ensure workplace decisions support what matters most to the organisation.

02

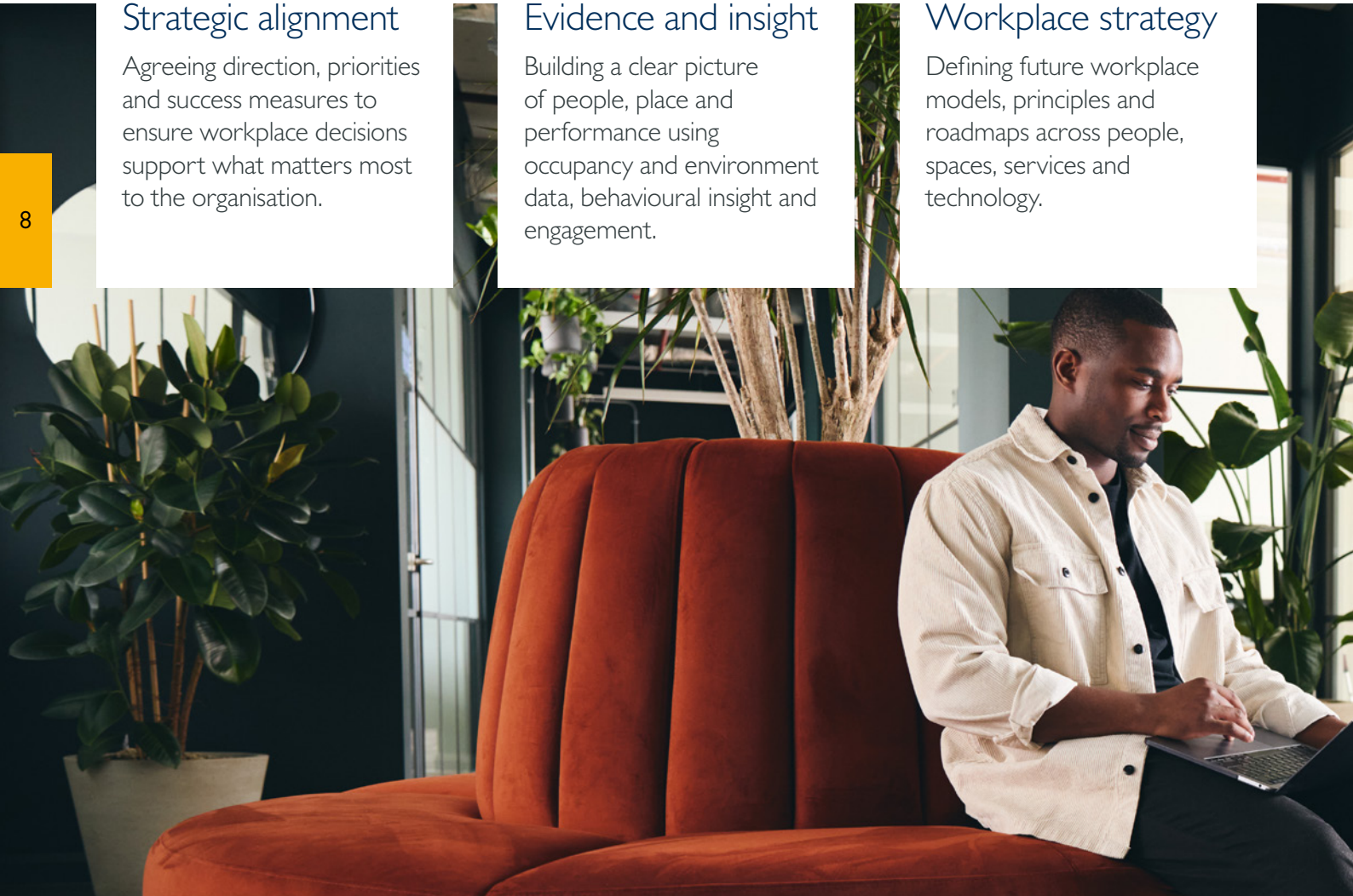
Evidence and insight

Building a clear picture of people, place and performance using occupancy and environment data, behavioural insight and engagement.

03

Workplace strategy

Defining future workplace models, principles and roadmaps across people, spaces, services and technology.



04

Standards and guidance

Creating consistency at scale through shared expectations, without restricting local delivery or flexibility.

05

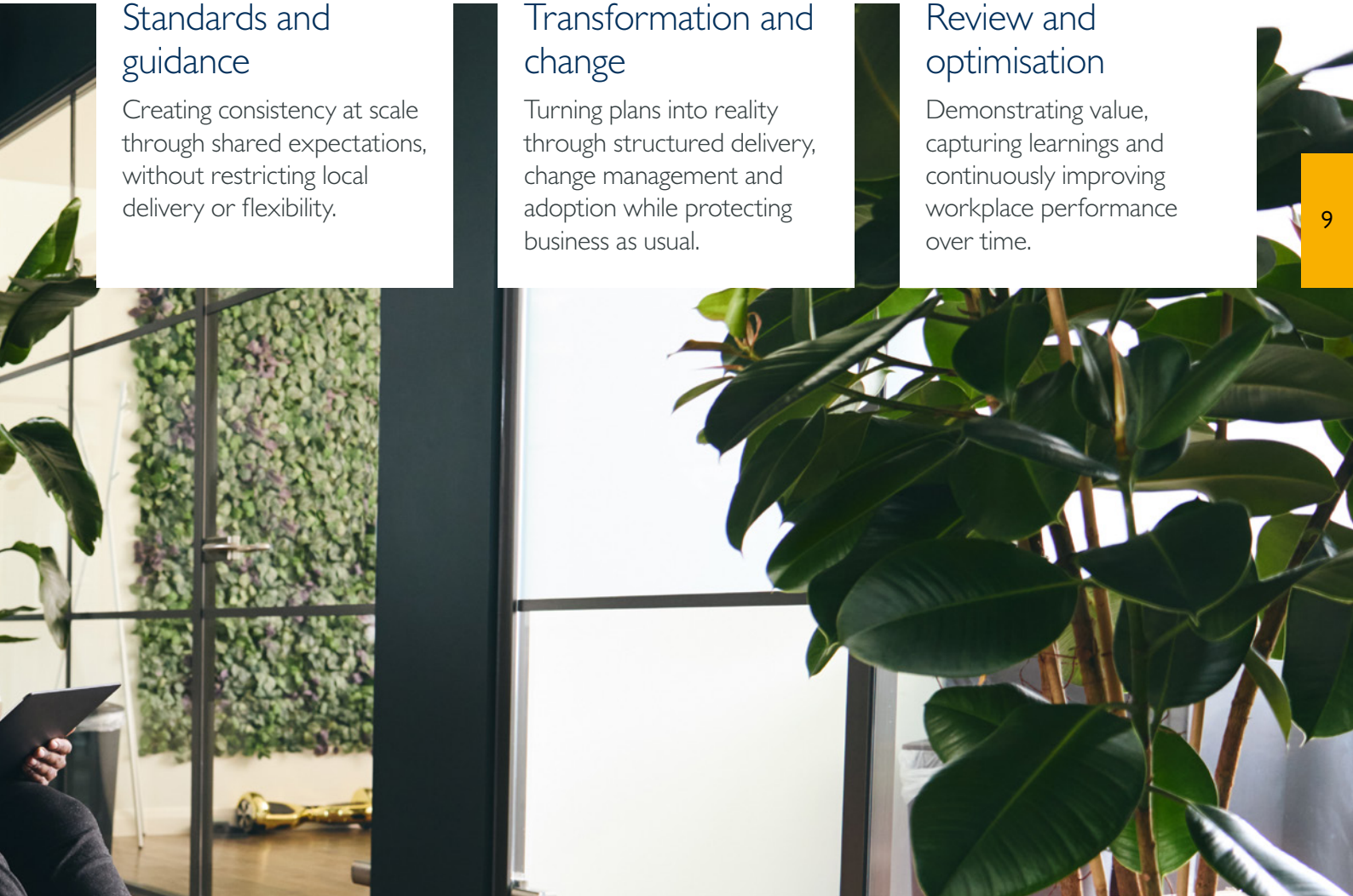
Transformation and change

Turning plans into reality through structured delivery, change management and adoption while protecting business as usual.

06

Review and optimisation

Demonstrating value, capturing learnings and continuously improving workplace performance over time.



Focus on: Workplace advisory and consultancy

Make confident workplace decisions, earlier

We help organisations make confident workplace and portfolio decisions. Whether you're concerned with people, place, services or technology, the focus is simple: ask the right questions early and answer them confidently with evidence.

What you gain

Through workplace advisory and consultancy, you benefit from:

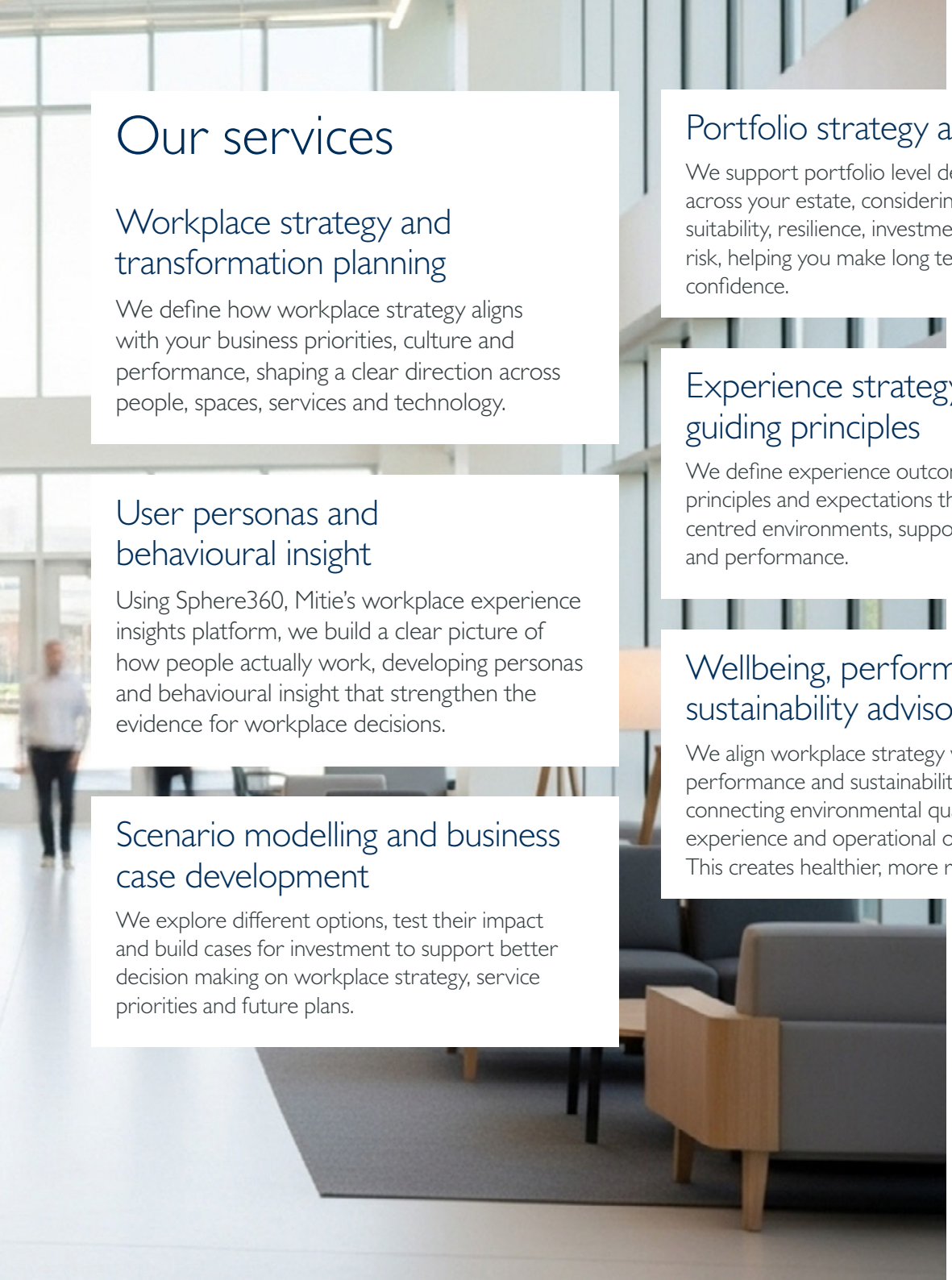
- Clear alignment between workplace decisions and business strategy
- Reduced risk in major portfolio, hybrid working and investment decisions
- Faster, more confident decision-making
- A shared view of priorities across HR, Estates, Finance and Operations
- Workplaces shaped by real behaviours, not assumptions

How we bring clarity to complexity

Our advisory and consultancy capability is designed to turn workplace complexity into clear, informed decisions and practical action. Our recommendations are practical, deliverable and designed to perform in the real world.







Our services

Workplace strategy and transformation planning

We define how workplace strategy aligns with your business priorities, culture and performance, shaping a clear direction across people, spaces, services and technology.

User personas and behavioural insight

Using Sphere360, Mitie's workplace experience insights platform, we build a clear picture of how people actually work, developing personas and behavioural insight that strengthen the evidence for workplace decisions.

Scenario modelling and business case development

We explore different options, test their impact and build cases for investment to support better decision making on workplace strategy, service priorities and future plans.

Portfolio strategy and resilience

We support portfolio level decision making across your estate, considering utilisation, asset suitability, resilience, investment priorities and future risk, helping you make long term choices with confidence.

Experience strategy and guiding principles

We define experience outcomes, workplace principles and expectations that create more human centred environments, supporting usability, inclusion and performance.

Wellbeing, performance and sustainability advisory

We align workplace strategy with wellbeing, performance and sustainability ambitions, connecting environmental quality, employee experience and operational outcomes.
This creates healthier, more resilient workplaces.

Focus on: FM consultancy and change management

Use workplace strategy to elevate performance

We help organisations strengthen operating models and align services to how people work. Change is managed in a structured, practical way, improving performance while protecting BAU. The focus is simple: make services clearer, stronger and easier to change.

What you gain

Through FM consultancy and change management, you benefit from:

- Clearly defined, consistently delivered workplace services
- Services aligned to user and client needs
- More efficient, streamlined delivery
- Well governed transformation at scale
- Reduced disruption during change
- A scalable operational foundation

How we turn ideas into action

Our FM consultancy and change capability is focused on translating workplace ambition into practical, deliverable outcomes without unnecessary disruption. Because we combine consultancy with self delivered FM experience, our recommendations are practical, realistic and designed to work in live environments.



Our services

Target operating models

We design target operating models that define how your organisation, services, processes, technology and people work together. The aim is clarity, accountability and a clear path from strategy to delivery.

FM service transformation

We translate workplace strategy into practical FM delivery, shaping service models, standards and touchpoints that improve consistency, usability and performance across the estate.

Change management and stakeholder engagement

We support organisational change through structured engagement, aligning stakeholders, building trust and securing the commitment needed for successful workplace transformation.

Portfolio transformation

We provide programme and portfolio management expertise to coordinate complex change, improving communication, managing risk and maintaining momentum.

Innovation and continuous improvement advisory

We help you identify opportunities to improve service delivery, efficiency and performance, embedding a culture of continuous improvement.

Food and hospitality advisory

We enhance food and hospitality services across workplaces improving experience, operational efficiency and satisfaction across key moments that shape how people feel about coming into work.



Focus on: Workplace technology and optimisation

Turn workplace data into confident decisions

Many organisations are working with disconnected systems, inconsistent data and limited confidence in what performance insight is really telling them. Yet workplace technology should make decisions clearer not more complex.

We help organisations integrate workplace systems, improve data quality and turn insight into action supporting better decisions, stronger experiences and continuous optimisation. The focus is clear: one view of performance, decisions you can trust.

What you gain

Workplace technology and optimisation becomes an enabler of performance, not a barrier. You benefit from:

- An integrated workplace technology ecosystem
- Better informed estate, portfolio and space decisions
- A stronger digital workplace experience for colleagues
- Improved space utilisation and portfolio efficiency
- Technology investment that delivers measurable operational and experience value
- Clear return on workplace and FM investment

How we turn data into value

Our workplace technology and optimisation capability is designed to integrate systems, unlock insight and continuously improve workplace performance over time. Supported by Mitie technology platforms, including AI powered insights tools, this ensures technology delivers practical value.



Our services

Workplace technology advisory

We guide you through the workplace technology landscape, clarifying what will deliver value and defining roadmaps that align technology investment with your strategy.

Workplace insights and analytics

We translate utilisation, behavioural and environmental data into actionable insight, supporting portfolio optimisation, cost efficiency and better workplace experiences.

Technology enterprise architecture

We design practical enterprise architectures that work with complex, legacy environments, creating a framework for integration, scalability and long term performance without disruption.

Digital experience solutions (DEX)

We create connected digital workplace experiences through integrated platforms that simplify booking, navigation and interaction, giving users a clearer, more intuitive journey across the workplace.

IoT enabled workplace optimisation

Using sensors, we capture real time data on how spaces perform, improving comfort, utilisation and long term estate decisions through continuous optimisation.



Measure what matters

WorkplaceEQ is designed to deliver measurable value, not one off change. Success is defined, tracked and reviewed against the outcomes that matter most to your organisation.

These may include:

- Confidence and speed of workplace decision making
- Employee adoption, satisfaction and experience
- Utilisation and occupancy trends
- Service performance, consistency and governance
- Cost efficiency, avoided spend and value for money
- Return on workplace and FM investment

Review, optimise, improve

Success doesn't stop at delivery - WorkplaceEQ includes structured review and optimisation to ensure learning is applied, performance is tracked and improvements are targeted where they matter most.

This enables organisations to:

- Understand what's working and what isn't
- Adapt workplaces as behaviours and needs change
- Demonstrate value to stakeholders with confidence
- Continuously improve experience, performance and efficiency

By combining evidence based decision making, practical delivery and integrated technology and insight, WorkplaceEQ delivers real value and gives confidence in workplace decisions.

Start with the right conversation

WorkplaceEQ begins with a specific challenge.

A portfolio decision that needs clearer evidence.

A workplace transformation that has to deliver not disrupt.

A service or experience issue that needs to be fixed.

Or a need to demonstrate value with confidence.

Wherever you are in your journey, we'll help you bring clarity to the decision and confidence to the outcome.



Get in touch and let's talk about what you're trying to solve…

Our team combines strategic insight with real world delivery experience. They'll help you explore your challenge, test your options and identify where WorkplaceEQ can add the most value.

Leagh Cater, *Managing Director Client Strategy & Development*

Shapes client strategy and development, helping organisations unlock greater value from their workplaces through the integration of strategy, operational expertise and technology.

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