

BUILDING CONFIDENCE

Providing a safe, secure and smooth
operation of workspaces post lockdown.



BUSINESS BEYOND LOCKDOWN

Responding appropriately to unexpected circumstances is key to the success of any organisation. When 2020 began, the business outlook was certainly challenging, but the extent to which it would worsen with COVID-19 could never have been imagined. The virus's impact on all of us, in just a few short months, has been unprecedented.

Throughout lockdown, business in Britain didn't cease entirely: far from it. Trading continued. Key workers attended shifts. Businesses have learned to operate remotely. The NHS provided healthcare for all. Our critical infrastructure prevailed, and by and large the wheels of British commerce kept turning. Such resilience is something of which we can all be proud.

Now the country is emerging from this dark period of uncertainty, it is only right to consider a return to 'the new normal'. The term of reduced occupancy, or indeed absence from corporate estates, is an opportunity to reassess how facilities are really functioning. Forward-looking organisations should refuse a return to the status quo, choosing instead to reshape and reset their spaces.

Mitie has produced a comprehensive 'Getting Britain Back to Business' guide, which includes detailed checklists covering everything from evaluating portfolio, to recommissioning, adjusting to the new normal and future-proofing buildings and workspaces.

To further support organisations recommissioning facilities, we developed Mitie COVID-19 Checklist Assured: a mark to demonstrate the measures our clients have taken to mitigate the risk of the virus. This pamphlet contains everything you need to know about the initiative. Mitie recognises that firms like yours need the confidence that premises aren't just sanitised and secure, but that buildings and facilities will operate seamlessly - and perhaps even work better than ever before.

Mitie has the experience and expertise to guide businesses through the preparations required for the post-pandemic world. Mitie will work with you hand in hand as an expert trusted partner to manage the safety and security of not only your buildings and facilities, but the workforce, clients and consumers. With Mitie COVID-19 Checklist Assured, we are ideally placed to ensure organisations, and their sites and workspaces, are ready to thrive, despite the unique challenges ahead.

Welcome to Building Confidence.

Find more information, or get in touch about your organisation's needs, by contacting us at backtobusiness@mitie.com or visiting mitie.com/backtobusiness

AN EXPERT PARTNER

Mitie is the UK's leading facilities management and professional services company. We manage and maintain some of the nation's most recognised landmarks and work with a wide range of blue-chip private and public sector clients, who are at the heart of all we do. Our expertise, care, technology, insight and focus on sustainability create amazing work environments, helping our customers to be exceptional, every day.

We have scale and nationwide reach as well as breadth and depth of services. These range from engineering maintenance, security, and cleaning, to landscaping, environmental services, waste, and real estate and energy consultancy. These are each underpinned by technology-backed solutions, where our Connected Workspace offers more efficient and cost effective delivery.

During the COVID-19 outbreak, Mitie has played a key role in the country's response to the pandemic. Through responding to 'surge' requirements from sectors as diverse as public healthcare, supermarkets, telecommunications, transport, education and more, we have gained valuable insights and an unrivalled depth of experience in how to beat COVID-19. With our proven expertise, Mitie is uniquely qualified to partner firms that want to get back to business.

There have been five key components of Mitie's delivery during the COVID-19 crisis.

AGILITY

- Supported the NHS Nightingale and Dragon's Heart hospitals in London and Cardiff, which were built in just over a week, and delivered clinical waste management and security services to five COVID-19 test centres.
- Quickly implemented revised cleaning processes to focus on high traffic areas at client sites, and offered specialist deep cleans to eradicate COVID-19.

COMMITMENT

- Helped maintain the transport network for NHS colleagues and key workers by providing integrated facilities management to Network Rail.
- Kept the country connected by maintaining essential communication infrastructure, such as radio masts and data centres.

COMMUNITY SPIRIT

- Supported schools, parents and pupils through delivering services to over 100 educational establishments, as well as providing in-school catering, plus contact-free lunch deliveries to children's homes.
- Managed security and the orderly implementation of social distancing at supermarkets to benefit consumers and delivered security services to ports and distribution hubs.

INGENUITY

- Launched a suite of fever-screening solutions that use thermal imaging to identify individuals potentially suffering from COVID-19.
- Developed the first lockdown-friendly, accredited online security training scheme in collaboration with the Security Industry Authority, and also delivered clinical waste management and security services to five critical COVID-19 test centres.

INTEGRITY

- Served local communities and businesses delivering security services including mobile patrols, alarm response and regular inspections.
- Introduced extensive measures to protect colleagues from COVID-19 at a range of client sites, thus maintaining 'Business as Usual' without compromising the safety and security of people or customer estates.

BECOME COVID-19 ASSURED



Many employees waiting to get back to work will be anxious about the risk of coronavirus retransmission. Putting minds at ease is essential as organisations return workspaces to running order, ready to support colleagues navigating the new normal.

Mitie's COVID-19 Checklist Assured initiative offers a confidence boost for the workforce and C-suite/management alike. Organisations that work with us to undertake recommissioning their workspaces post lockdown will qualify for the newly-developed mark, which gives assurance that a range of steps to mitigate against COVID-19 have been taken.

The checkmark has been developed based on Mitie's experience creating and managing efficient workplaces, as well as leading organisations through the current crisis. To be declared Mitie COVID-19 Checklist Assured demonstrates the business has taken a strategic and responsible approach to readying the workspace. It also underlines a clear dedication to colleague, client and consumer safety and wellbeing.

Working in a collaborative partnership, we will formulate and undertake recommissioning measures for your buildings and workspaces, focussing on those earmarked for early reoccupation.

To mitigate the risk of COVID-19, and ensure sites are secure and operational at the point of reopening, Mitie has identified six focus areas:

1 CLEANING

It is vital all working environments are cleansed and measures undertaken to prevent retransmission.

- Workspaces and touchpoints including door handles, lift panels, hand rails, toilets and bathrooms, taps, soap dispensers, table surfaces, microwaves, fridges, printers, photocopiers and reception areas will be deep-cleaned and protected with Mitie's long-lasting antiviral solution, CitroXProtect™.

2 QHSE AND WELLBEING

The health, safety, wellbeing and safeguarding of all people in all working areas is a priority.

- Workspaces will be audited against latest QHSE standards and Government guidelines on safety, wellbeing and COVID-19 transmission prevention.
- Fire, first aid, hygiene and emergency signage provisions will be checked, and physical distancing measures will be audited for best practice.
- Temperature checks, at speed, of those entering the building.

BECOME COVID-19 ASSURED



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3 BUILDING MAINTENANCE

A comprehensive check of all building systems is essential for a seamless reopening of workplaces.

- A full building inspection will be carried out. Heating, ventilation, HVAC, access, security and fire systems will be inspected and confirmed operational.
- Appropriate certification on CAFM systems will be carried out, as will checks on compliance to regulatory standards.

5 WATER AND WASTE

A return to working environments brings serious new hazards and regulatory considerations.

- Systems will be assessed for hygiene and, where applicable, the handling and timely disposal of Personal Protective Equipment (PPE).
- An audit on the compliance to regulations governing the disposal of business waste at household residences will be undertaken.

4 ENERGY AND BMS

Much lower demand than usual means energy costs are likely to rise sharply.

- Heating and lighting will be surveyed for possible reconfiguration for energy savings, with BMS checked and evaluated for capacity to handle sudden portfolio change and remote monitoring.
- Energy data from pandemic period will be analysed to identify opportunities to save costs and reduce interdependencies.

6 SECURITY

The security of people and assets must be taken into account.

- An assessment will be carried out to identify risks associated with reconfigured workspaces and buildings.
- A policy defining the measures required for sites to remain secure during reoccupation will be defined.

To find out how your organisation can become Mitie COVID-19 Checklist Assured, contact us at backtobusiness@mitie.com or visit mitie.com/backtobusiness

MITIE RECOMMENDS

To further reinforce and future-proof buildings and workspaces, Mitie recommends:

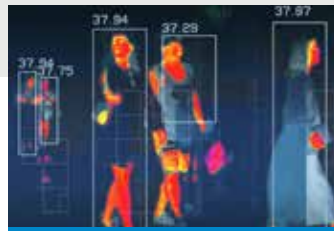


Aria workspace app

Available exclusively from Mitie, Aria is a workspace user app, built and configured specifically with your workplace in mind. Loaded with dynamic maps and floorplans, Aria is all about making things easy. From ordering coffee, to booking and finding meeting rooms, notifying facilities people of problems and spillages, and keeping informed with up-to-the-minute, information and updates, personalised for workspace users.

Never more important considering the COVID-19 outbreak, Aria bridges the communications gap by enabling instantaneous, two-way dialogue between organisations and their people.

Aria makes things easy.
Find out more at
mitie.com/seamlessfm



Thermal Screening

As an additional future-proofing safeguard to mitigate the spread of COVID-19 in the workplace, Mitie recommends its state-of-the-art fever-screening solutions.

Choose from solutions ranging from hand-held, to fixed, to super high accuracy to quickly identify individuals with a fever so they can be screened for possible infection.

Typical applications include health and social care, education, food retail, transportation, financial services, utilities, and other security check entrances for temporary control.

Find out more at
mitie.com/thermal



Regular, periodic deep cleaning with CitroXProtect™

In response to the COVID-19 pandemic, our Technical Cleaning Services division is using its 30 years' experience to help customers create safer environments for staff, visitors and consumers.

To further strengthen our virus prevention capability, Mitie has secured exclusive rights in FM to use the world's first eco safe, natural 3D microbiota barrier to protect surfaces from cross-infection. Currently undergoing testing to prove its effectiveness against the COVID-19 virus, CitroXProtect™ is proven to be highly effective against coronaviruses such as swine flu and avian flu, as well as MRSA, HIV, E. coli, VRE, Hepatitis B, Trichophyton, and Aspergillus niger, with a proven kill rate of 99.9998%.

Our cleaning knowledge and resource, combined with our unique access to CitroXProtect™ makes for a powerful, antiviral deep cleaning solution that provides protection for up to six months.

Find out more at
mitie.com/cleaning



Remote building and systems monitoring

As an additional, future-proofing measure, Mitie recommends implementing its remote building and systems monitoring solutions, where state-of-the-art operations centres manned by security, risk, engineering and workspace specialists gather and process complex building data to produce the insight and intelligence that fuels unparalleled resilience, security and operational efficiencies for our customers.

Our systems and solutions:

- Identify and gauge risk.
- Alert against issues before they become problems.
- Highlight trends and flag opportunities to reduce energy consumption.
- Track movement and occupancy to inform workspace design and ensure physical distancing.
- Reduce insurance premiums through greater resilience.

Find out more at
mitie.com/dataintoaction

MITIE RECOMMENDS

To further reinforce and future-proof buildings and workspaces, Mitie recommends:



Energy analytics and BMS upgrade

The charge for non-commodity costs and a lower than normal demand for energy, means energy costs are set to rise sharply. To mitigate the effects of the price rises without missing carbon reduction targets, and to future-proof your energy management so you can better prepare for unexpected events, Mitie recommends additional measures.

During the lockdown alone, Mitie Energy has saved customers up to 35% in energy costs.

With a BMS upgrade from Mitie Energy and connection to our Service Operation Centre, we can further reinforce your energy provision by constantly monitoring and adjusting to minimise carbon and energy costs.

Find out more at
mitie.com/energy



Mitie virtual reception

As organisations look to return to their workplaces, each human touchpoint will need careful consideration and planning to ensure they adhere to physical distancing guidelines, yet do not introduce bottlenecks. There is perhaps no greater potential to introduce obstacles to simple, secure access than at building receptions.

With Mitie's virtual reception solutions, building access is contactless, intelligent and scalable. As queues are reduced and throughput is increased, the possibility of virus retransmission is significantly reduced.

Find out more at
mitie.com/security



Regular, periodic legionella testing

In buildings, 'Legionnaires disease' is caused by inhaling legionella bacteria, that thrive and become airborne when allowed to grow in poorly maintained cooling towers, evaporative condensers and hot and cold water systems. The disease is potentially fatal.

Mitie's Technical Services team is expert at identifying the circumstances that allow Legionella bacteria to grow, and implementing the technical measures required to eradicate and prevent further growth. Mitie strongly recommends scheduling regular legionella prevention measures.

Find out more at
mitie.com/technical-services



WasteMatch

Mitie's WasteMatch service reconditions and recycles organisations' surplus assets, such as chairs and desks. Due to COVID-19, many organisations are reconfiguring workspaces or ensuring increased home workers have appropriate equipment to support their roles, health and wellbeing. All fully sanitised items are from leading industry brands, conform to health and safety standards and are priced at a fraction of what they would cost new. In keeping with WasteMatch's sustainable approach, collections and deliveries are coordinated to ship the maximum number of items in the fewest number of vehicles, thereby reducing road miles and CO₂ emissions.

By saving waste from landfill, WasteMatch represents a sustainable, efficient and cost-effective solution, which supports the circular economy by not only accepting surplus items, but ensuring they are reused elsewhere.

Find out more at
wastematch.co.uk



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Mitie cannot guarantee that any or all of the steps outlined in this document will completely remove the risks associated with COVID-19, or indeed other forms of infection occurring within a building, but we believe that, with planning and proper consideration and the implementation of the steps suggested, the risks can be reduced and more confidence and reassurance provided to occupants.

