



THE MITIE SOLUTION

BOUNCING BACK BROCHURE

BUILDING THE FUTURE WORKSPACE

Delivering the exceptional, every day

CONTENTS

1. Introduction – A year of change

2. The physical workplace is here to stay

Utilising Mitie's Workplace Index Score

3. There's a distinct connection between wellbeing and well buildings

Turning vision into reality

In a post-covid world, never compromise on air quality

Breathe easy, this is a safe space

A clean conscience

Testing 1, 2, 3...

Bringing a touch of the outside in

4. Technology and data enable fact-driven change and drive colleagues' confidence in the workplace

Aria – Connecting people and services at a touch of a button

The new-now is always on

Data is king

A new way to welcome

Plan Zero is driving a green recovery

Zero Carbon for Zero Cost Investing in assets and infrastructure

Mitie EV charging solutions powering the future

4. The Mitie Solution

5. Bouncing Back Checklist

A YEAR OF CHANGE



Empty Regent Street in London, April 2020 during lockdown

After three lockdowns it's clear businesses around the globe need to have a clear and sustainable roadmap out of lockdown, in line with local government guidelines.

Building confidence in the workplace goes far beyond hazard tape and one-way systems; this is a once in a generation opportunity for property leaders to make the difference for their organisation and for the industry as a whole.

During the COVID-19 outbreak, Mitie has played a key role in the country's response to the pandemic. We have gained valuable insights and an unrivalled depth of experience in how to overcome the challenges brought by COVID-19.

The research conducted from our recently issued [White Paper](#) highlighted the need for organisations to focus on three areas when considering how to return to the workplace:

The physical workplace is here to stay

There's a distinct connection between wellbeing and well buildings

Technology and data enable fact-driven change and drive colleagues' confidence in a workplace

This document details how Mitie's experts and unrivalled product offering can support your organisation to return to the workplace safely, productively and efficiently and will guide you step-by-step in the return to work with our extensive Mitie COVID-19 assured checklists.

OUR RESPONSE TO THE PANDEMIC



Dispatched **1,142,998** items of PPE to protect our frontline



Our teams have built **100+** test centres across the UK



In 2020 we completed over **780K reactive jobs** and **1.4 million planned jobs**



Maintained momentum in innovation, launching **UV-Air Quality**

Created "**Getting Britain Back to Business**" guidelines and support pack

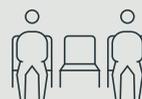
Delivered **7 back to business breakfast seminars** and **5 customer round table** events



Kept client sites **compliant**



Remotely monitored and controlled over **580,000 sq ft** office space



We supported **Test Centres** and **The Nightingale Hospitals**

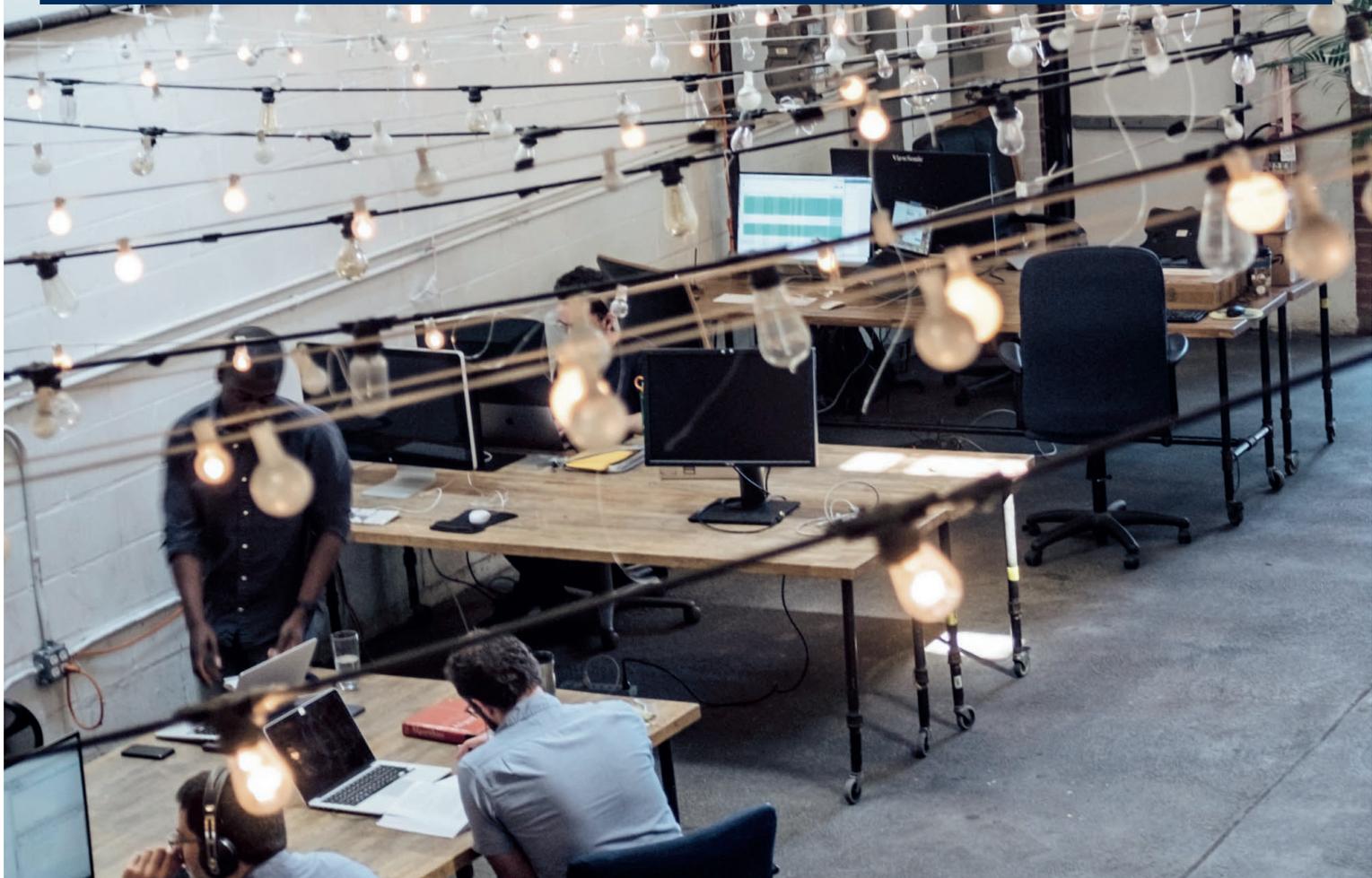


24,000 Mitie@Home clients connected



USE OUR UPDATED CHECKLIST
AVAILABLE ON PAGE 43 AT THE END OF THIS DOCUMENT

THE PHYSICAL WORKPLACE IS HERE TO STAY



At Mitie, we recognise the impact both employee and customer experiences have on the bottom line.

Leveraging the expertise and experience of our in-house Customer & Workplace Experience Team, Mitie are able to work with our clients to analyse the data and provide insights to shape their future workplace design.



Technology

Adopt innovation to support a safe return to work, colleague engagement and allow flexible working.



Clean environment

Enhance cleaning regimes using UV and technology giving clear reassurance with visual guides.



Testing

Implement lateral flow testing in line with Government guidance and vaccines-mandatory or not.



Workspace look and feel

Spaces need to look and feel different: safe, enhanced, monitored.



Agility

Utilise an agile working model to drive productivity and employee wellbeing.

Achieving optimum employee experience is undoubtedly one of the toughest challenges in a post-COVID-19 workplace. Due consideration must be given to assuring comfort and safety levels akin to what colleagues know at home, creating an environment that:

Builds confidence

Supports working practices

Excites and entices people back to the workplace

WHAT OUR NETWORK IS TELLING US

Our recent research confirmed that colleagues have heightened expectations for the workplace:

- A high demand for frictionless experiences: from sequences of events to joined-up journeys
- Employees want an environment to support collaborative and inclusive working
- In a new hybrid model-colleagues will judge the company on how they are treated. Wellness and wellbeing have to be at the forefront

- High expectations on hygiene, sterility and cleaning
- Safe, real-time and controlled re-introduction to the building for employees and visitors
- Build confidence within employees about the measures undertaken; visual guides, monitors and controls in place to assure their safety using the latest technology

MEASURING PRODUCTIVITY

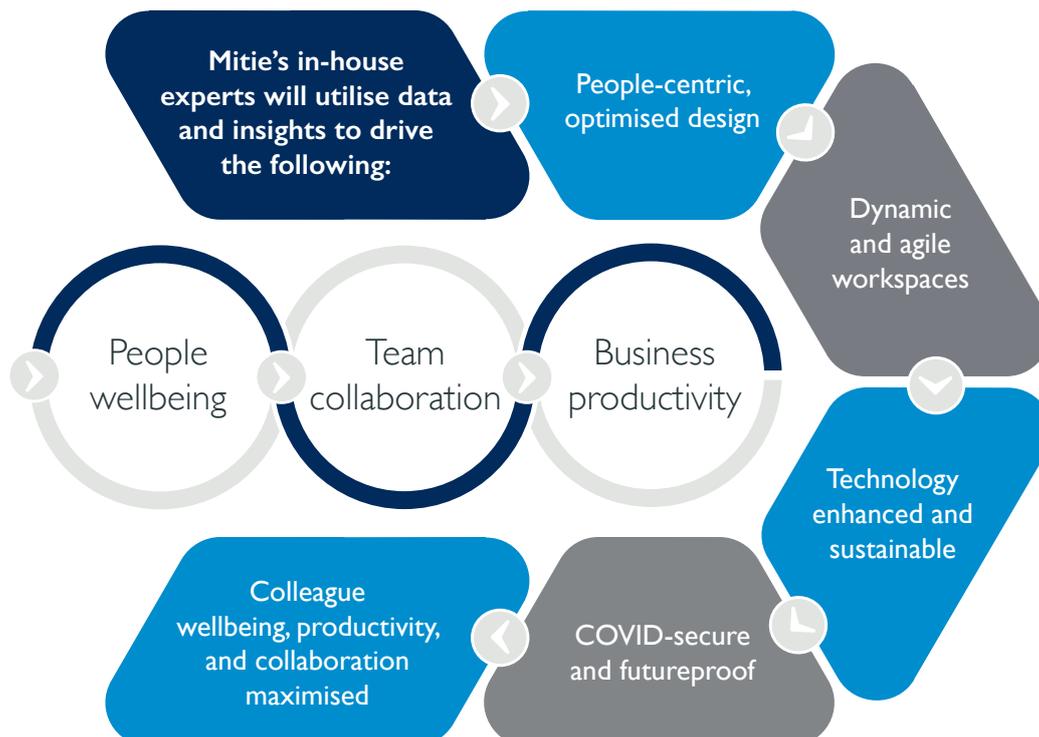
Our Workplace Index Score (WIS) is a unique Mitie product that measures how the physical and sensory elements of the workspace influence productivity, wellbeing and colleague engagement.

It's a part of a diagnostic tool kit that uncovers the strengths and weaknesses of working environments, how they effectively support colleagues and where they need to improve.

Being at the forefront, throughout the pandemic, we have learnt, understood and endeavoured to adapt to our client's and colleagues.

Together with workplace employee journey mapping and workplace design, you can be confident your workplace experience is by design not by chance. We offer a full, end-to-end solution, from retail through to manufacturing our solutions are agnostic, technology-driven and sustainable.

WHAT CAN MITIE ACHIEVE FOR YOUR BUSINESS?



THERE'S A DISTINCT CONNECTION BETWEEN WELLBEING AND WELL BUILDINGS

Meditation Pods at Mitie HQ The Shard

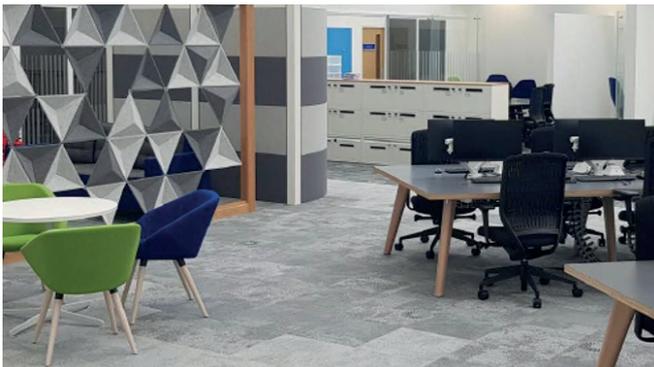


Kathleen Fontana
Managing Director, Projects
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It is more important than ever that workplaces are flexible, sustainable and enhance our client's culture and strategy.

With our deep knowledge of workplace, and our dedication to client experience, Mitie know how to create exceptional spaces with experience and quality at the core. Just like it's leading-edge facilities management capabilities,

Mitie offers a fully integrated workplace design and refit solution with our in-house, multi-disciplinary team. Workplaces are designed and delivered with a people-centric approach.



I'd like to thank you all for being such an amazing team to work with. I've been incredibly impressed at how you've all pulled together to deliver the project.

Programme Manager, Aerospace Manufacturer

MITIE'S WORKPLACE DESIGN TURNS VISION INTO REALITY

				
<p>In house multi-disciplinary team who bring expertise on demand.</p> <p>Complete solution of mechanical, electrical, architectural and interior design services.</p>	<p>Extensive use of BIM, 3D and environmental modelling to enable customers to visualise the project - and to simplify the construction process.</p>	<p>Supported by exclusive partners in interior design who bring scale and design diversity, as well as an established network of relocation specialists.</p>	<p>Offering space management and IoT solutions as standard using our market leading connected workplace solutions – future proofing every project .</p>	<p>Implementing Mitie's plan zero approach to enable its clients to meet ESG commitments and deliver a socially responsible project.</p>

As a leading provider of workplace transformation and programme management services, Mitie can support Workplace Design and Occupancy reviews including:

<ul style="list-style-type: none"> Workplace Design Feasibility studies; concept design; detailed construction packages; 3D modelling and visualisation; furniture specification and scheduling Space Data Management 	<ul style="list-style-type: none"> Estate space data management; utilisation measurement and reporting; occupancy surveys and sensor deployment Strategy and Change; Strategic planning; workplace strategies; change management; post occupancy surveys and evaluation
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MITIE'S PROJECT MANAGEMENT AND DELIVERY

Mitie Refit and Remodel brings the project to life – from design through to handover

			
Project Management	Supply chain management	Construction operations	Assurance and compliance

Using Mitie's PAAS © (Process Assurance and Authorisation System) throughout the project, we provide complete assurance across design, construction, delivery, and warranty management.

We manage the whole construction operations chain, with strong operational multi-disciplinary site management, including Mitie's own labour, subcontractors and suppliers.



We are proud of delivering superior outcomes that the client can rely on.

Mitie's time and cost performance indicators regularly outperform the industry averages, and its customer satisfaction feedback yielded an excellent **Net Promoter Score of +58.**

IN A POST-COVID WORLD, NEVER COMPROMISE ON AIR QUALITY



Tony Chase

Head of Critical Engineering and Technical Assurance

Tony.Chase@mitie.com

The global pandemic has brought to the forefront just how important fresh air circulation and a healthy environment is to well-being and performance in the workplace.

Good ventilation and the flow of fresh air reduces the risk of virus and germ transmission and is of paramount importance in the new normal.

The UK government have recently acknowledged the significance of indoor air quality (IAQ) and plan for legislation to be updated to address the issue, directly affecting the design of heating, ventilation, and air conditioning (HVAC) systems, in new buildings to increase fresh air intake up to 50% more than the current standard minimum. And what for our current workspaces? A combination of our environmental experts, rigorous cleaning and cutting-edge technology will ensure your business' Indoor Air Quality (IAQ) is exceptional and 'Air Changes' are consistently monitored, providing your business with a safe, optimised environment.

What does it mean for your business?

- Helps to reduce the circulation of viruses and bacteria within offices and other working environments
- Provides reassurance to colleagues and building users that the environment is safe
- Well-maintained and correctly calibrated equipment is more efficient and reduces potential fire and health risks
- Increases oxygen availability and reduces carbon dioxide levels, mould and fungi reproduction
- Maintains a comfortable temperature and humidity ensuring a more productive working environment
- Increased wellbeing of buildings' occupants



Did you know?

CO2 Levels are required to be below 800 ppm in commercial and office spaces

Fresh air supply rate should not fall below 5-8 litres per second, per occupant

Mitie's remote monitoring of air changes and building performance ensures peace of mind

HOW DO WE DO IT?

1 PREPARE

Hidden air ducts, filters, vents and HVAC systems which account for extensive dust and germ accumulation and potential virus spreading must be analysed.



SURVEY

A thorough end-to-end survey will be conducted **starting from the source** of air intake externally, following the flow of air and establishing the levels of dust and bacteria build-up throughout the system.



REPORT

The survey is followed by a **bespoke report with recommendations** for any remedial work/ recommendations required.

2 PROTECT



CLEAN

Duct cleaning will be delivered manually by specialist technicians who will **thoroughly clean and cleanse all vents, refresh or replace filters** and ensure functionality is optimal.



MAINTAIN

On completion, our team will **recommend the frequency of follow-up** surveys, based on several factors including usage and age of the building. Typically, we expect this to be an annual event.



STERILIZE

Combining high energy and low wavelength eradication, Ultraviolet germicidal inactivation (UVGCI) technology provides an added layer of protection and assurance. UVGCI is an extremely effective air cleansing technology and is recommended by the CIBSE to reduce the level of viruses and harmful airborne infections. These can be fitted as direct or indirect systems.

Mitie's Connected Workspace sensor technology offers remote monitoring of HVAC systems and air levels. Our 24-hour Service Operations Centre (SOC) in Manchester connects to our Internet of Things sensors to constantly monitor air quality, asset performance, and environmental factors, ensuring a safe environment for building users with optimum levels of ventilation which are within safe parameters.

3 PRESERVE



MONITOR

Our expert engineers at the SOC can **remotely adjust air levels or alert one** of our connected engineers in the field if further intervention is required.



PRESERVE

Remote monitoring and diagnosis of problems means **reduced visits and fewer people on site; enabling social distancing compliance** and ensuring mothballed or low occupancy buildings are constantly monitored.

BREATHE EASY, THIS IS A SAFE SPACE

In partnership with **LUXIBEL**



Simi Gandhi-Whitaker
Strategic Product Solutions Director
Simi.Gandhi-Whitaker@mitie.com

Can UVC help prevent COVID-19 transmission by reducing contamination?



Antibacterial



Antiviral



Antifungal



Anti mould

The International Ultraviolet Association (IUVA) believes that UVC disinfection technologies can play a role in a multiple barrier approach to reduce the transmission of the virus causing COVID-19, SARS-CoV-2 (L strain), based on current disinfection data and empirical evidence.

SARS-CoV-2 showed high susceptibility to UVC irradiation technology, when used correctly.

“Our UVC offering will provide our clients and colleagues with reassurance that their working environments are safer, sanitised and more comfortable”

Tony Chase - Head of Critical Engineering and Technical Assurance

Combining our exceptional skills and expertise, Mitie have partnered with Luxibel, a global provider of UVC Disinfection Systems, to introduce cutting-edge air cleansing technology to support organisations by enhancing the safety assurance in properties.

Harmful bacteria, viruses and toxic gases are just some of the agents known to circulate indoors. But in offices, airports, shopping centres and public and private spaces, building users can breathe easy with Mitie’s air disinfection technology.

The Luxibel UVC (Ultraviolet) purification lamp uses the latest technology to blitz a number of known airborne and surface contaminants, ensuring indoor air and surfaces are extensively disinfected, fresh and clean, maintaining peace of mind for colleagues, clients and guests alike.

This chemical-free innovation can be installed as a wall-mounted unit, concealed within existing vents or even disguised as a ceiling tile. They help protect against airborne pathogens, creating a safer and more beneficial indoor environment with the power of light.

There are two options for UVC treatment:

- **Direct** – Surface disinfection
- **Indirect** – Air disinfection



UVC is recognised as an option for surface cleansing by HSE

What are the benefits?

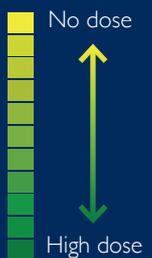
 <p>Chemical-free</p> <p>UVC technology is environmentally friendly and leaves no chemical residue when used on surfaces, in water or in air.</p>	 <p>Effective</p> <p>UVC has been proven to be effective against waterborne and airborne pathogenic microorganisms and many other bacterial, viral and parasitic diseases.</p>	 <p>Measurable</p> <p>The disinfection effect is directly related to the UVC dose, so it’s effectiveness can be simply measured using on site indicators and sensors connected to our service operations centre.</p>	 <p>Rapid result</p> <p>UVC works rapidly and the effectiveness can be monitored with simple, visual guides.</p>	 <p>Low cost</p> <p>UVC installations have low capital and operational cost and can be installed quickly with minimal disruption.</p>
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Safety in Sight



Added assurance to buildings’ occupants will be provided in the form of UVC dosage display stickers, placed throughout work spaces, to demonstrate the continual UVC effectiveness taking place as they work.



A CLEAN CONSCIENCE



Claire Edwards
Sales Director
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Mitie has provided cleaning services for over 30 years. In response to the COVID-19 pandemic, our Technical Cleaning Services division is using our vast knowledge to help clients create safer environments for staff and customers:

MISTING

Already commonly used throughout healthcare to rid spaces of viruses and bacteria, Mitie is now delivering Citrox misting deep cleans to clients across various sectors. Areas are sprayed and decontaminated within 30 minutes.

CITROX

Citrox is a natural and safe product. Through various forms Citrox can be applied to provide cleaner environments, from our misting solution for large areas, to CitroxProtect, which creates a three-dimensional microbiota barrier coating by mixing two natural ingredients: SiO₂ and Citrox, both eco-friendly compounds.



SEEING IS BELIEVING VISUAL ASSURANCE

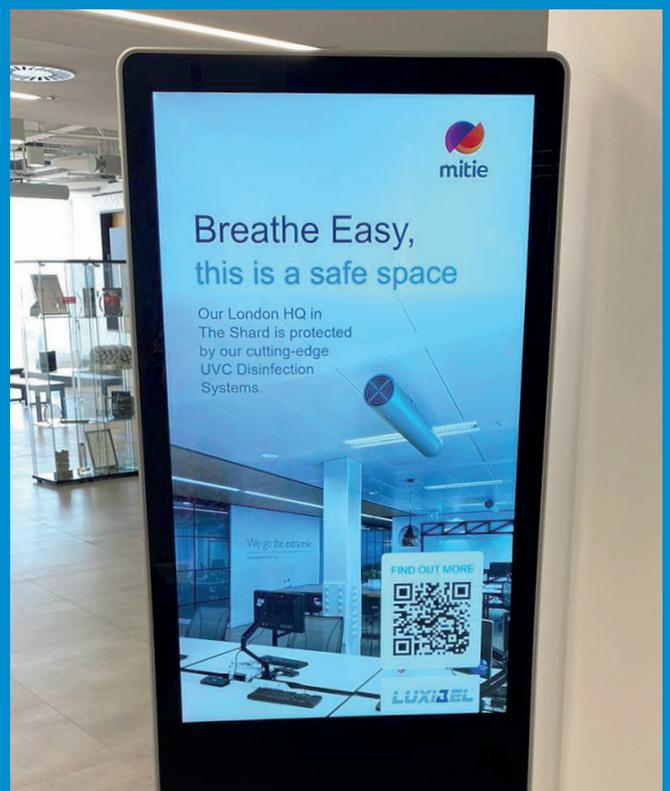
Reassurance in the form of visual assets are of key importance. Employees need evidence that their employer is doing all they can to keep them safe and secure.

Cleaning teams who were once an invisible asset of a company, working tirelessly through the night for the arrival of day workers are now encouraged to be visible throughout the day, providing further evidence and assurance to colleagues.

UVC detection stickers and signage

Occupancy monitors

Cleaning teams in sight



TESTING, 1, 2, 3...



John Lambert
Solutions Director
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Since the start of the pandemic's impact upon the UK in early 2020, Mitie have been at the forefront of supporting the UK Government on the response.

We have recruited and trained 8,000 operatives to work across 190 locations including the Department of Health & Social Care's (DHSC) national testing programme, Regional Testing Sites, Mobile Testing Units, Local Testing Sites and cutting-edge Mobile Processing Laboratories.

This position as a trusted partner to the Government has seen us delivering services all over the UK, including Scotland, Northern Ireland and Wales, in areas where other service providers have been unable to. Our management team are experts in the rapid mobilisation and ongoing management of Covid-19 testing regimes.

Whilst the Government is providing a considerable number of testing sites nationally, this is primarily aimed at symptomatic individuals, and therefore organisations seeking to maintain on-site operations in a Covid- Secure manner are turning to implementing their own self-hosted testing programmes to prevent asymptomatic individuals becoming 'super spreaders' and impacting their business.

Our in-house expertise and key relationships with DHSC will help organisations make decisions around their own workplace testing solutions, giving concise advice and guidance in a world where there is a huge amount of misinformation and misunderstanding in how to implement a compliant solution that provides colleagues with the reassurance to return to the workplace.

WE HAVE THREE MAIN TESTING SERVICES:



RT-PCR sample collection



Walk through community testing



Lateral flow testing services

BRINGING A TOUCH OF THE OUTSIDE IN



Contact the team now:
firstimpressions@mitie.com

Greenspace plays a really important part in our wellbeing and confidence in returning to work.

Minor investments will enhance the existing areas, providing fresh sights and fragrances, as well as allowing people to use external areas to work, relax and enjoy. We know that you want to make sure your tenants feel safe and welcome when they eventually return. People will want to come back to clean, well maintained and fresh sites. We've put together a few ideas that we think might be of interest.



OFFICE PACKAGES

Indoor plants can make a lasting impact to any working environment. They project a positive impact on employees, customers and clients.



RECEPTION PACKAGES

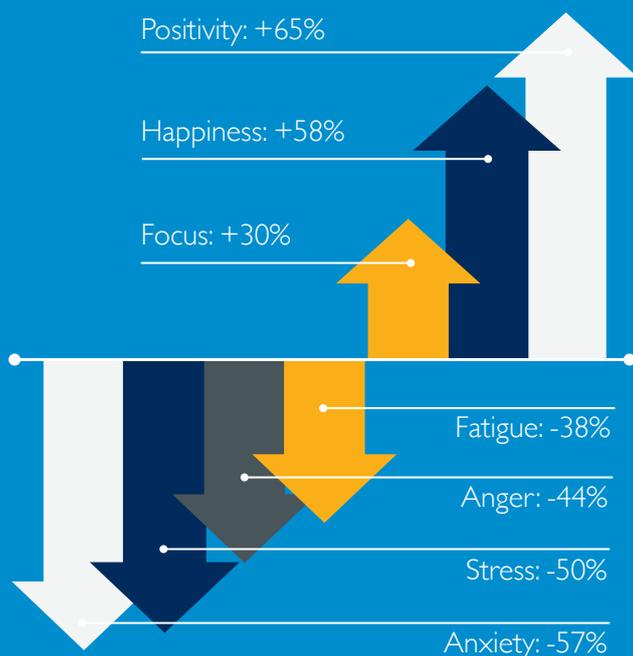
Entrances and reception areas are some of the most visible and important areas for most businesses. Whether you want a simple floral display on the front desk or a spectacular green wall, we can help.



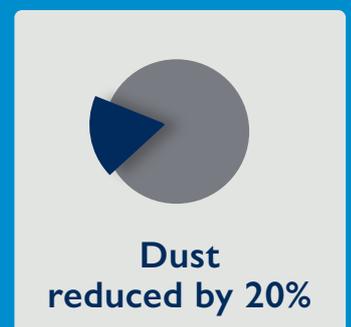
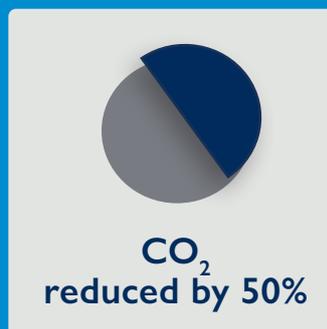
EXTERIOR PLANTING SCHEMES

Exterior planting schemes can provide a great first impression for returning tenants. We can offer fantastic planters with a colourful flower display as well as modern and innovative table and seating solutions to provide relaxing outdoor areas.

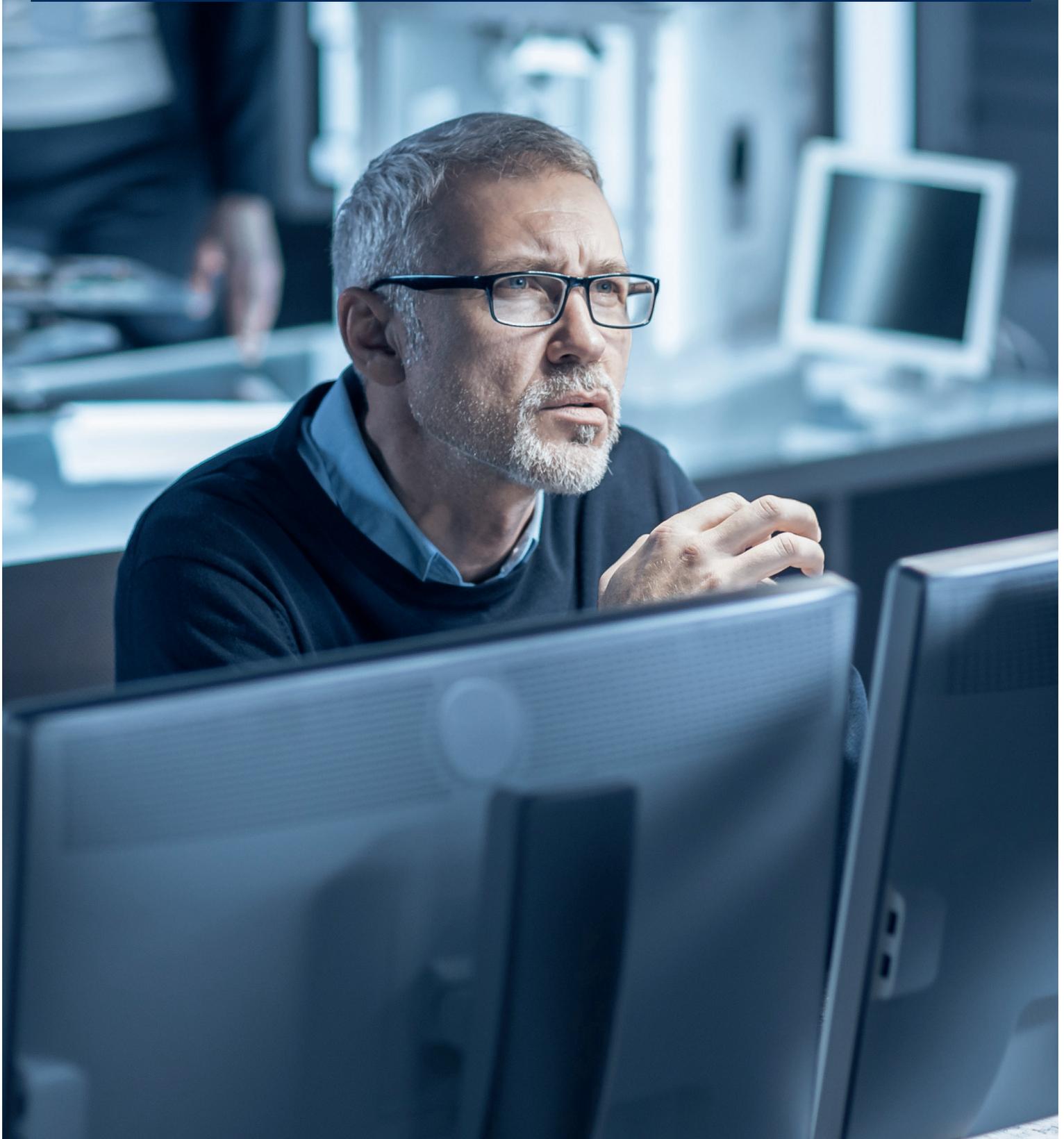
PLANTS CAN HAVE A POSITIVE EFFECT ON OUR WELL-BEING AND OUR PERFORMANCE



Information from: www.plantsatwork.org.uk



TECHNOLOGY AND DATA ENABLE FACT-DRIVEN CHANGE AND DRIVE COLLEAGUES' CONFIDENCE IN THE WORKPLACE



The new-now is technology driven





Technology is a key enabler, providing employees with the tools they need to thrive, enhancing the workplace experience and ensuring wellbeing is preserved.



Building users in their newly enhanced, optimised workspaces should feel prioritised, safe and happy to come into work.

Virtual reception

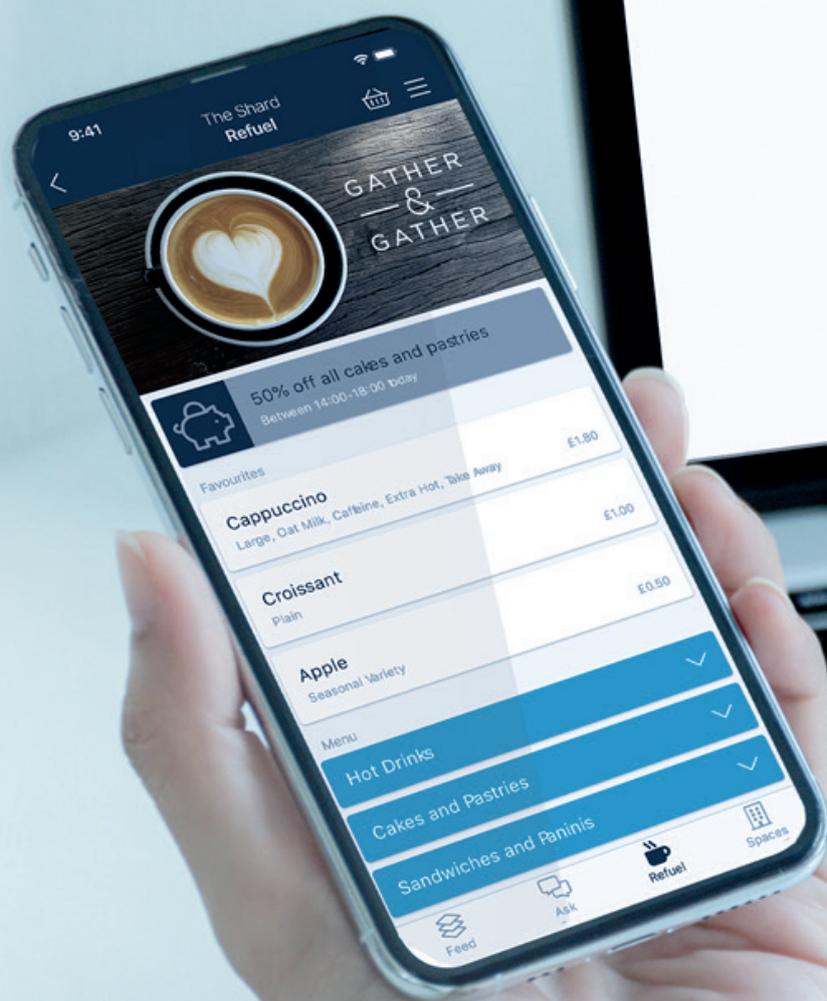
TECHNOLOGY LED REASSURANCE, TOOLS AND VISUAL GUIDES



	Desk or meeting room booking and live dashboards via Workplace app		Monitors displaying live heat map and occupation levels
	Raise a request for on-demand cleaning		Virtual reception
	UVC detection stickers for reassurance		Temperature checking on arrival

Benefits:	Wellbeing maximised	Clean, disinfected and safe	Consistently monitored
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ARIA – CONNECTING PEOPLE AND SERVICES AT THE TOUCH OF A BUTTON



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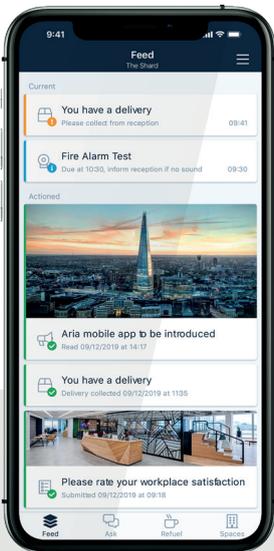
In a service-driven world, people have come to expect convenience, speed and simplicity as standard. This is distinctly evident post-pandemic.

That’s why Mitie developed Aria, an award-winning workspace solution to seamlessly connect users to services available as both an app and online.

Through Aria, desk and meeting space can be booked in advance, food and drinks can be ordered from their desk and notifications can be sent to colleagues at the touch of a button.

FEATURES INCLUDE:

- Personalised user profile
- Information sharing with colleagues
- A news feed to keep up-to-date with latest events
- Facilities to provide feedback and manage issues
- Space booking and refreshments ordering



Personal notifications and actions such as visitor arrival, parcel delivery and incident response.



Raise and query jobs without calling the helpdesk using the chatbot Esme.



Browse, order and pay for drinks from onsite facilities. Works with Yoyo and Boxed payment options. Collect loyalty points.



Location specific information helping users find spaces such as desks and meeting rooms.

A NEW WAY TO WELCOME



Richard Bartkow
Commercial and Supply Chain Director
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Mitie is renowned for the welcome extended to the eight million people passing through the spaces we take care of every day.

The V-greet is our virtual reception which will further enable seamless, fluid workplace experience with safety and productivity maximised. Our technology check-in process brings the following benefits:

Reduces queues and risk of contagion

Directs guests efficiently to their host meeting point or workspace

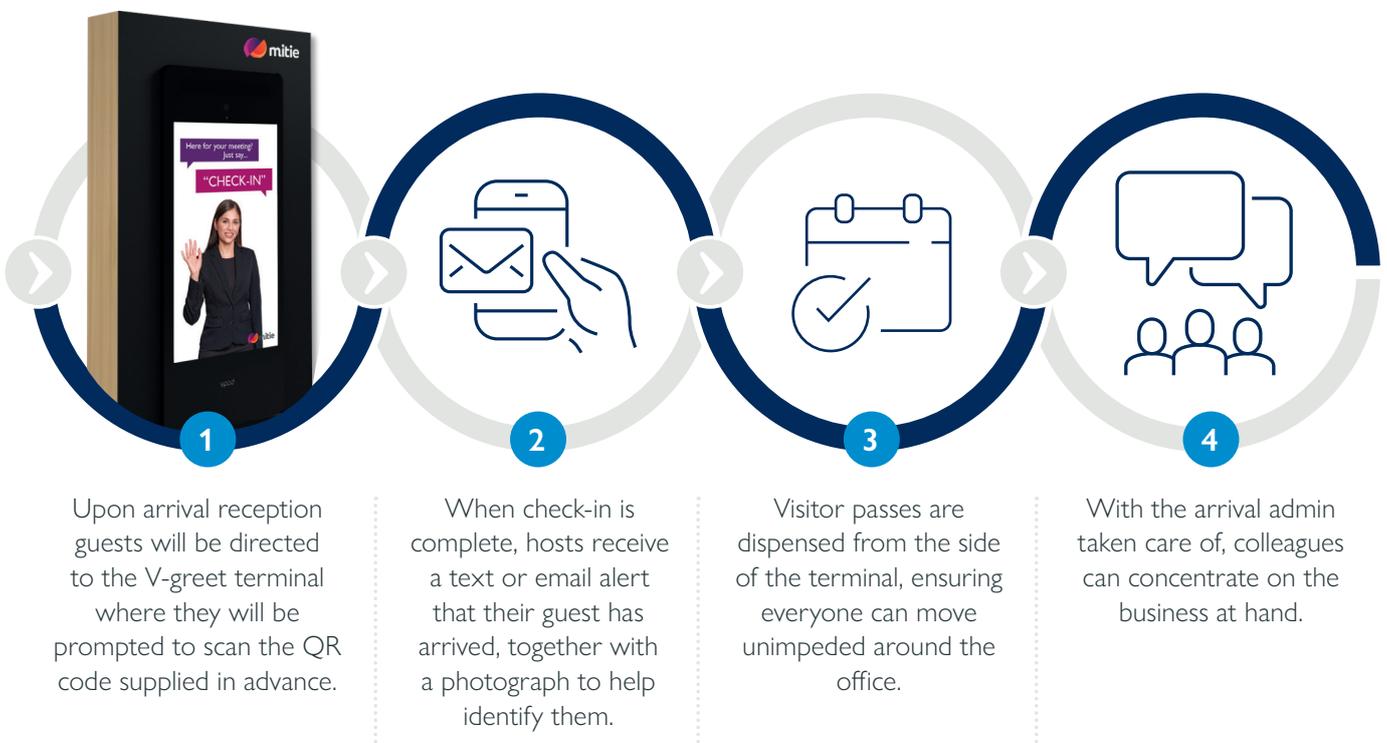
Pre-registration gives visibility of visitors to enhance the guest experience

Frees-up Front of House teams to focus on delivering an exceptional workplace experience

Improves safety as registered guests can be messaged in an emergency and their departure is recorded automatically

Can assist with weather, security, travel updates and information on the local area, including taxi bookings

THE SEAMLESS VISITOR EXPERIENCE



THE NEW-NOW IS ALWAYS ON

Service Operations
Centre powered by
Mitie



Darryl Taylor
Head of SOC
Darryl.Taylor@mitie.com

Our state-of-the-art technical Service Operations Centre (SOC) underpins our 'always-on' approach to our client's assets and facilities.

Whether it is real-time monitoring of a buildings assets, or supporting our Connected Engineers on-site, our SOC SMEs ensure all facilities operate optimally, increasing uptime and reducing energy wastage.

High levels of CO₂ in workspaces are known to negatively impact cognitive function, but also serve as an indicator of conditions ideal for transmission of COVID-19. As reported in Smart Buildings magazine in November 2020: "There is increasing evidence that Carbon Dioxide levels in buildings correlate strongly with the airborne spread of infection. Consequently, monitors could act as the 'canary in the coalmine' to mitigate the coronavirus threat."

At Mitie we have the ability to monitor CO₂ levels, with an automatic alarm when they become dangerously high,

followed by rapid ventilation. This is just one possible safety measure which has colleague's wellbeing at its heart.

Additionally, 24-Hour remote monitoring of environmental factors such as temperature, humidity, noise and light via sensors and BMS linkage means any necessary adjustments can be made without the need for input from colleagues in the workplace. This not only means conditions can be changed before complaints arise, but also means users can focus on their reason to be in a workplace, without being distracted by building comfort.

Whether it is real-time monitoring of a buildings assets, or supporting our Connected Engineers on-site, our SOC SMEs ensure all facilities operate optimally, increasing uptime and reducing energy wastage.

100+
Customers connected

44,600
Assets remotely

350k
Channels monitored



Automated workflows

A centralised intelligent platform is the eyes and ears on the performance of all connected assets.

Deviations and trends are automatically identified and automated workflows ensure that corrective action is performed in a timely manner.



Experienced subject matter experts

Experienced SOC engineers are on-hand to review the output from real-time data telemetry that feeds intelligent rule-sets and algorithms.

Our experts use the data to determine the actions required.



Connected engineers

SMEs can share their many years of experience and provide advice to our connected engineers.

Live video and still images can be shared between the engineer and the SOC SME. Key documents such as manuals, wiring diagrams and schematics can be sent directly to the engineer in the field.

Mitie's Global Security Operations Centre is an innovative, industry-leading holistic security solution.

It combines our actionable intelligence, proprietary Merlin Protect 24/7 technology and our expert people, including over 20,000 frontline security officers and experienced risk specialists, enabling you to make highly informed decisions about your security on a local, national and global scale.

Enhancing our intelligence-led, technology enabled strategy, our Global Security Operations takes a more collaborative approach to security, bridging the gap between the public and private sector security by working closely with a number of organisations to enable our customers to implement robust and resilient holistic security strategies.

Security and risk assessment



Mitie will make sure that your security preparations are ready from day one by conducting a security and risk assessment across your estate. Considering the 'visitor journey' throughout the building. We ensure that all potential activity and interactions between visitors and the security and front of house teams have been reviewed and any changes, implemented to ensure that the risk to staff and the team has been reduced, both during normal and emergency situations.

Intelligence services from the GSOC



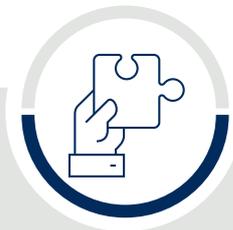
Our specialist Global Security Operations Centre (GSOC) are experts in open-source intelligence gathering and analysis, the team utilise this analysis to create an enhanced picture of the dynamic threat landscape and deliver actionable intelligence to clients enabling them to be able to understand the issues they are likely to face and ensure that adequate controls are in place to protect their people and assets.

Assurance



Mitie will conduct a full physical security risk and resilience assessments to identify vulnerabilities. We review security framework and systems to enable adjustments to security standards and identify and mitigate any residual risks where necessary. Additionally, we can help organisations prepare for the Protect Duty Legislation enabling them to understand if it will impact their sites or venues and assist them throughout the process

Testing and exercising



To ensure that security solutions are robust and resilient it is important to conduct regular training, scenario testing and live exercising, to bring teams up to date with latest procedures. Mitie can assist in developing and conducting appropriate testing and exercising to ensure that teams are able to continue to protect people and assets and respond effectively to incidents.



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DATA IS KING



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Actionable insight improves user experience and productivity.

The ideal conditions of a workplace differ according to the activities performed there. Spaces which encourage team collaboration require different operating parameters and layouts compared to those which are used for detailed work which require prolonged periods of concentration. Ensuring the workplace operates as the users needs it to, is important to maximise the productivity of the workforce.

COVID-19 has also increased the complexities of the workplace. De-risking occupation and ensuring safe working environments is a key concern for all.

Mitie's Digital Workplace embraces technology, monitoring environmental factors while also providing a real-time view of desk, meeting room and common area occupation. This actionable insight is used across workplace and FM design, influencing the property strategy from maintenance and footfall, through to the cleaning regimes implemented in heavily utilised areas.

Combined with our Connected Workspace solutions including Aria, Mitie's Workplace App, and Mozaic, Mitie's data visualisation software., Mitie Digital Workplace supports a safe, efficient work environment.

IMPROVING WORKSPACES

Using sensor technology, live workplace data is captured, including how desks, meeting rooms and collaboration areas are being used, along with information on the flow of people around the workplace and environmental conditions such as:



Enhancing user experience

Aria connects colleagues seamlessly to services, improving satisfaction and communication. Managing space, monitoring footfall and signalling when space is occupied are just some of the ways the application de-risks the return to the workplace. and enhances colleagues' experience.



Maintaining environmental conditions

Monitoring environmental factors, including air quality ensuring that optimum conditions are upheld at all times.



Optimising space

Space utilisation and traffic flow analysis informs workplace strategies and supports not only workspace design, but the planning of moves, changes and fit-outs. This increases productivity and wellbeing.



Design, Moves and Changes

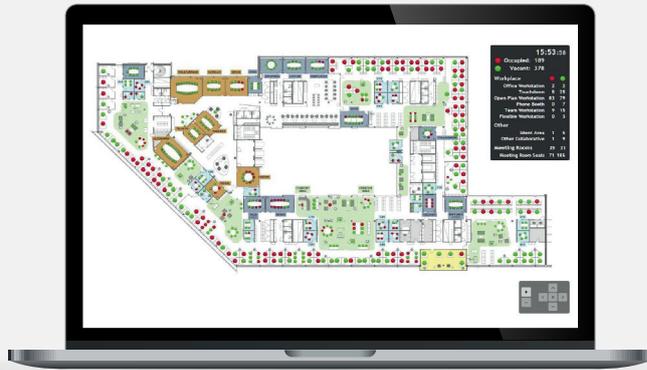
Our architects and designers use the data insight to create more versatile and collaborative spaces. Our project managers deliver smooth end-to-end office moves and changes.



GETTING STARTED IS REALLY SIMPLE...

After a period of initial monitoring, actionable insights and recommendations can be provided in a dynamic Workplace Insights Report.

Live Desk & Room Availability



Every floor and area is visible in real time, avoiding the need for colleagues to wander around in search of an empty desk or safe space.



Floor Plans



Dashboard information can be plotted on to uploaded floor plans and RAG coded for simple visual reporting.

Dashboard



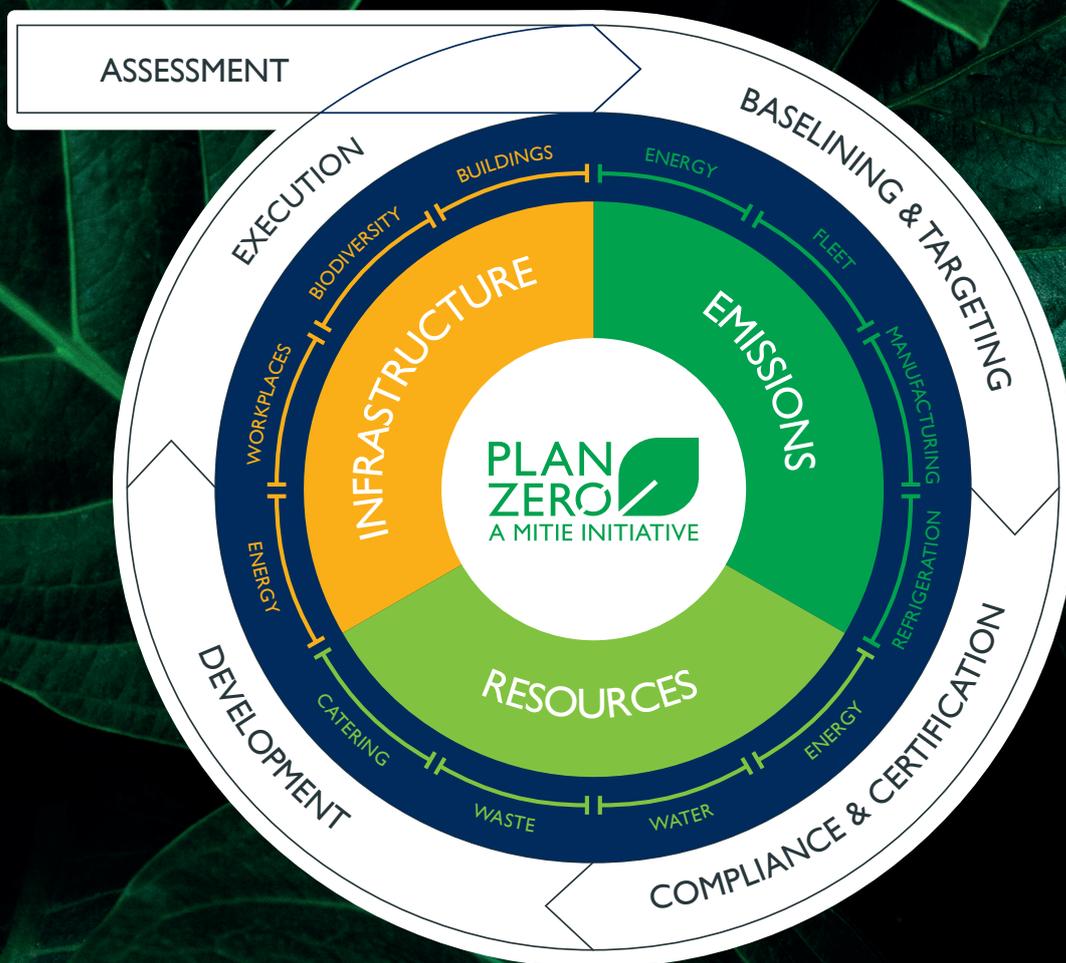
Provides information on actual utilisation over a given period. Information can be filtered using time period or floorplate.



PLAN ZERO IS DRIVING A GREEN RECOVERY



We deliver Plan Zero using a simple A to E process addressing each of the focus areas:



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Managing Director of Sustainability and Energy Services

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INCORPORATE SUSTAINABILITY

Whatever changes you make as you futureproof your business, make sure they support your sustainability goals – the new-now is an opportunity to bring those goals forward.

This might include introducing a new building management system, enabling you to make more energy-efficiency gains. Or you could move to remote monitoring, which comes with predictive maintenance and remote issue resolution, and brings a raft of sustainability benefits, including fewer road miles being covered as engineers will need to visit your site far less.

Lockdown may have caused changes in your asset portfolio, meaning that your carbon reduction strategies will need to be reassessed.

By combining and leveraging Mitie’s expertise in sustainability, our award-winning data collection and analysis platforms, and our empirical knowledge of working environments, we are the catalyst and the enabler for customers to define ambitious targets, and we are the means to ensure they achieve them.

THIS IS PLAN ZERO

No two organisations are the same, so it is important to adopt an approach that is sufficiently flexible to address different organizational structures in different sectors, yet rigid enough to ensure key actions and processes are never missed. Mitie achieves this fine balance with an approach that begins by clearly defining common areas that have a direct, significant bearing on carbon production and sustainability. We call these Focus Areas.

As an organisation with a national footprint, a large fleet of vehicles and over 50,000 people supporting every industry and every sector throughout the UK, Mitie has been hard at work identifying and capitalising on opportunities to increase sustainability and reduce carbon in its own operations. And it has had significant success. So much so, Mitie has already committed to reaching net zero carbon a whole 25 years ahead of UK Government targets.

The company will reach this milestone by implementing a series of measures that fall under its ‘Plan Zero’ initiative.

Over the next five years, we’ll constantly review our emissions and launch new initiatives to ensure we reach net zero. Plan Zero will just be how we do business.

Our enabling Plan Zero capabilities



Sustainable Consulting



Carbon Compliance & Certification



Smart energy procurement



Energy optimisation



Renewables & carbon projects



EV transition



Zero waste solutions



Biodiversity schemes

ZERO CARBON FOR ZERO COST INVESTING IN ASSETS AND INFRASTRUCTURE



Mike Sewell
Plan Zero Director
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As businesses progress through post-COVID recovery, embedding environmental sustainability into the strategy will be a significant enabler of success. Many organisations are unaware of the cost savings sustainable solutions can bring, while helping them achieve their targets.

To maximise capital budgets, projects that optimise operational effectiveness, while decarbonising the estate and generating whole-life cost savings should be prioritised.

Plan Zero is our market leading approach to carbon reduction. It is being leveraged by organisations to achieve

their net-zero carbon targets, helping them to Eliminate Carbon, Eradicate Waste and Enhance Inefficient Buildings.

Through Plan Zero we deliver asset and infrastructure investment achieving Zero Carbon for Zero Cost.

HOW WE DELIVER ZERO CARBON FOR ZERO COST

It is our ambition to reduce carbon from the economy. We believe that every organisation should have a plan to achieve net-zero carbon and that cost should not prevent organisations from tackling the climate emergency. Yet for many organisations the budgets to upgrade, replace and install new assets are limited.

Plan Zero solutions are designed to deliver the greatest carbon benefit, drive down whole-life costs and align with your business net-zero targets. A short payback, affordable funding options and the savings generated means our solutions are achieved at Zero Cost and move you closer to Zero Carbon.

HOW TO MAXIMISE CAPITAL BUDGETS WITH MITIE

Plan Zero capital works solutions to deliver carbon and cost savings include:

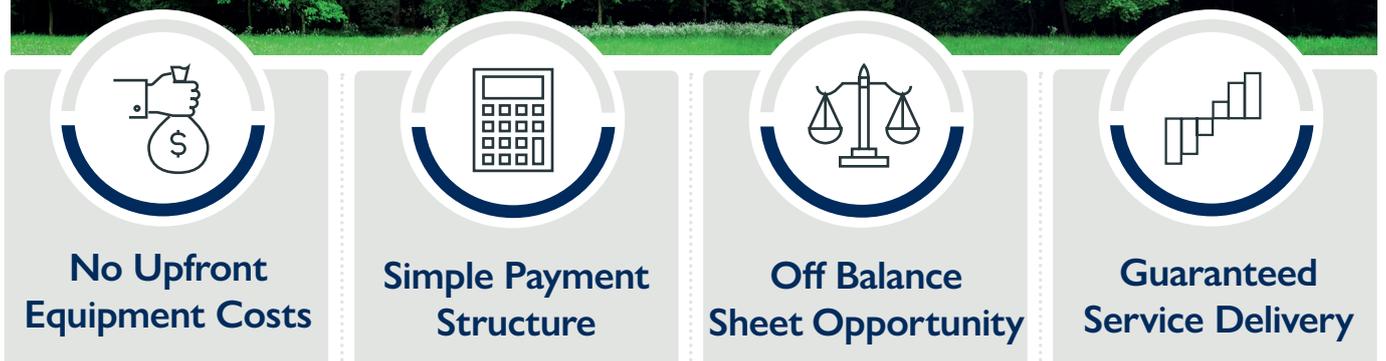


Mitie firmly believes that doing the right thing shouldn't cost the earth and that being sustainable is affordable and achievable for every organisation. Mitie's Decarbonisation As a Service is a simple solution where the user only pays

for decarbonisation services it receives, with no upfront cost of investment and the potential for assets to be off balance sheet.

The result? A guaranteed output at a predictable price.

DECARBONISATION AS A SERVICE ENABLES ORGANISATIONS TO FUND NET-ZERO CARBON PROGRAMMES



MITIE EV CHARGING SOLUTIONS POWERING THE FUTURE



Chris Wildgoose
Head of Energy Business Development
Chris.Wildgoose@mitie.com

We are proud of our own EV fleet achievements and have won multiple awards:



Winner

Private Sector Fleet of the Year
Green Fleet Awards 2020



Winner

Green Fleet of the Year
Business Car Awards 2020



Finalist

Fleet Management of the Year
Edie Awards 2021

A complete lifecycle solution for the design, installation and maintenance of EV charging infrastructure, which is future-proofed to meet increased demand.

The sale of new diesel and petrol cars ends in 2030 and already the number of electric vehicles (EV) is increasing. **9.7% of vehicles registered in 2020 were electric compared to 1.1% in 2015***. With increased use of electric cars comes a demand for convenient and reliable EV infrastructure. The Government has committed to delivering an extensive EV charging network including 2,500 high powered charge points by 2030** and has made two OLEV schemes available to help fund the investment. Facility operators need to install the required infrastructure to meet the demand, and have the opportunity to generate revenue by charging users a kilowatt-hour fee.

EV charging infrastructure installed must be future-proofed and scalable in preparation for increased demand. This includes ensuring sufficient electrical capacity for the EV chargepoints to operate. On-site self-generation and storage of power will mitigate future electrical capacity challenges.

MITIE'S EV CHARGING INFRASTRUCTURE EXPERTS DELIVER:

Detailed assessment and designs of EV charging infrastructure solutions

Turnkey installation and commissioning of EV chargepoints, power infrastructure and related civils

Full life-cycle maintenance and fault resolution of EV charging systems

Smart software provides visibility of charger status, usage and carbon & energy savings. All solutions are delivered using our OLEV approved supply chain and partners.

MITIE'S TURNKEY EV CHARGING INFRASTRUCTURE SOLUTION



Design

Mitie assesses in detail EV charging and electrical infrastructure requirements carried out by Mitie's industry experts. Bespoke, scalable designs utilise hardware and software from our proven technology partners and are based on industry standard protocols.

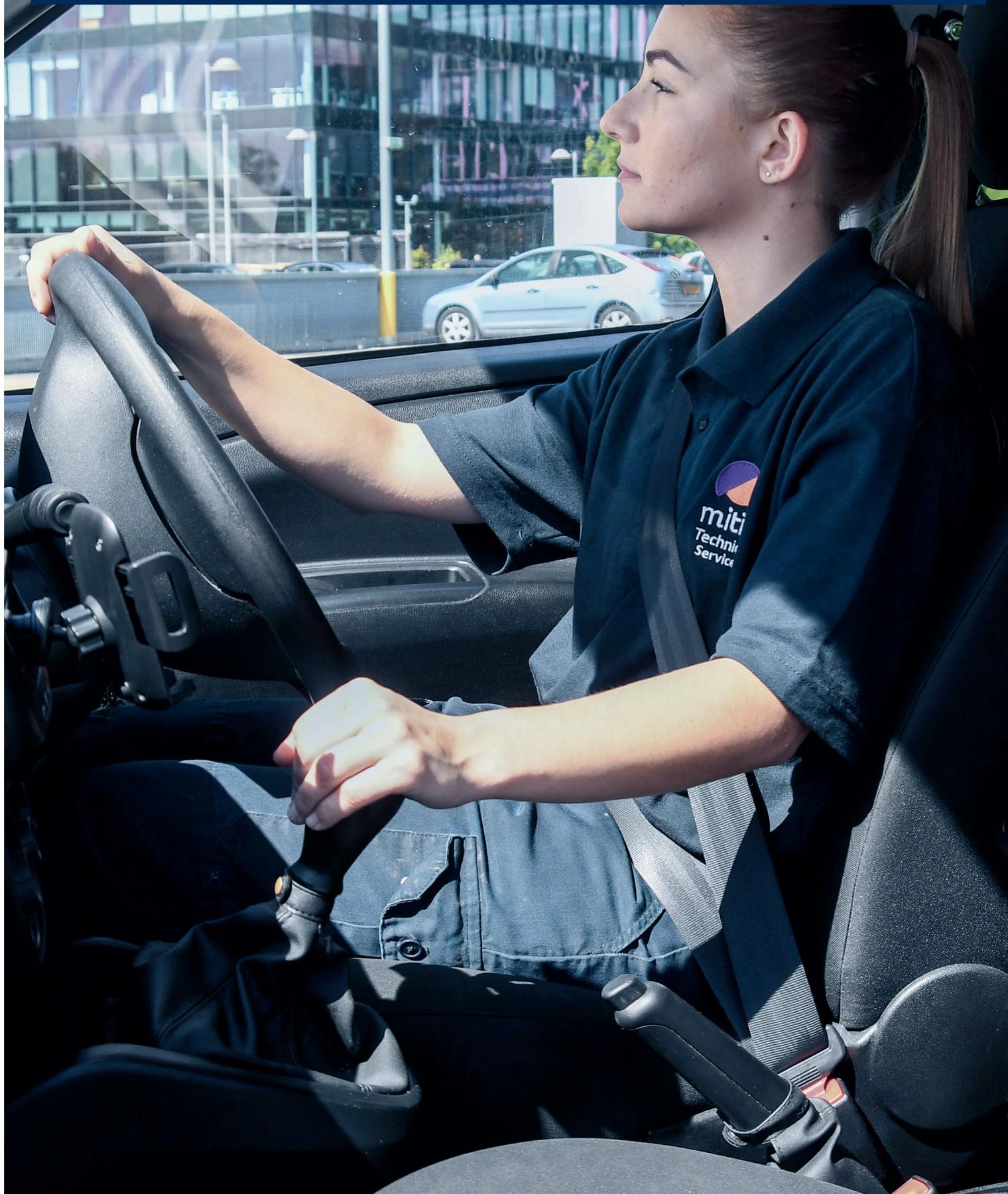
Install

Turnkey project deliver from Mitie to install EV chargepoints, HV and LV infrastructure, network connections and upgrades as well as associated civils and renewable power solutions including solar PV and storage. Includes the commissioning, handover and demonstration of EV chargers.

Maintain

Complete life-cycle support including planned maintenance of EV charging infrastructure. Smart software solutions report charger usage and monitor hardware performance. Connectivity is used to find and fix faults remotely and qualified engineers replace faulty hardware components meeting KPIs and SLAs.

THE MITIE SOLUTION



The Mitie solution is agnostic, adaptable and future proof, underpinned by award-winning tech and data. A true demonstration of the Science of Service we offer to our clients.

Keeping in mind our key considerations for Bouncing Back:

- The physical workplace is here to stay
- There is a distinct connection between wellbeing and 'well' buildings
- Technology and data enable fact driven change and drives colleague confidence in the workplace



FROM THE OUTSIDE-IN, TO THE INSIDE-OUT, WE HAVE YOU COVERED



1 Body temperature control on arrival

2 Virtual reception V-Greet

3 Air Quality: duct cleaning, air optimisation and 24-hour monitoring of CO₂, humidity and air changes

4 UVC disinfection systems for an additional layer of safety

5 Our award-winning app – Aria, desk and meeting rooms booking in addition to ordering food and coffee and receiving the latest workplace news

6 Enhanced cleaning regimes with Citrox and visibility of cleaning teams; sparkle points and UVC detection stickers

7 Consistent reassurance in the forms of ‘UVC in situ’ signage and live digital monitors showcasing occupation levels and heat maps



8 Future-proofed, sustainable and carbon-neutral workplaces

9 EV Charging

10 Lateral flow testing

CHECKLIST



We have included a detailed set of checklists to use to inform and guide reopening working environments. Every business and facility is different and therefore these checklists will need to be tailored accordingly. They should, however, give you a comprehensive set of considerations and actions to get your workspaces up and running. When using these checklists, there are multiple aspects to be taken into account.

- Maintaining all Quality, Health, Safety and Environment (QHSE) standards and procedures.
- Managing the impact on staff and their wellbeing. This requires clear policies for deciding who returns and when, plus definitive steps to mitigate concerns and anxiety.
- Creating physical distancing plans to minimise the risk of people operating within 2m of each other. Key activities include review of spatial requirements, decreasing density, enhanced signage, plus training of key people to manage physical distancing policy.
- Access control covering elements such as restricting access points into buildings, protocols for health and safety checks, management of reception spaces, use of elevators, and visitor policy.
- Cleaning and maintenance. This includes identification and reduction of key touchpoints (doors, desks, elevators, common areas), cleaning regimes required pre and post opening, enhanced cleaning of common areas.
- Ensuring buildings are fully maintained and operational on opening.
- Communicating regularly and with confidence in recognition of the concerns colleagues will have on returning to their place of work and any commute required to get there.

Checklist 1 (pages 39 to 40) sets out key activities to be undertaken to support all the above across two key phases:

- **Phase 1:** Facilities and portfolio evaluation: This phase covers the planning required for who will be returning, defining new workplace routines and the remapping of work areas to ensure appropriate physical distancing can be maintained.
- **Phase 2:** Recommissioning the work environment: The activities required to ensure a facility, upon reopening, meets all QHSE requirements, is fully operational, clean and has adequate security measures in place. All staff and colleagues impacted are fully briefed and supported in the adoption of new ways of working. This phase also addresses activities which, if embedded, can drive efficiencies and provide medium- to longer-term benefits.

Checklist 2 (pages 41 to 46) sets out the maintenance tasks that need to be undertaken and certified on CAFM systems as a minimum.

PHASE I: FACILITIES AND PORTFOLIO EVALUATION

TIMING: 2–3 WEEKS PRIOR TO BUILDING REOCCUPATION

Site use and space/people management

- Access control for each site reviewed and a phased reoccupation for larger properties or multi-tenanted buildings defined. Consideration given to:
 - Phased departmental returns;
 - Alternative workday shifts; and
 - Extending 'normal' working hours.
- Change in workplace routines defined including:
 - Change to peak staff entry and exit times;
 - Changes to core working hours;
 - Amending shift routines, staff handovers and team briefings; and
 - Regular working from home for staff.
- Critical activities that must be completed prior to reopening identified, including:
 - Compliance or emergency equipment testing;
 - Waste and recycling collection;
 - Catering, post and parcel delivery;
 - Cleaning;
 - Planned or reactive maintenance;
 - Re-engaging contractors; and
 - Identify new contractors (if required).
- Ownership of impacted sites defined (i.e. owned, tenanted, shared space, leased third party or municipal).
- Liaise with property landlord(s) or managing agents to ensure any requirements are met.
- Redefine use of workspace to ensure physical distancing is maintained. This includes:
 - Workplace redesign on use of desks and operational areas;
 - Define occupancy policy for meeting rooms and shared areas;
 - Define occupancy and spacing guidance for common areas: elevators, stairways, corridors;
 - Reduced access to toilets – one-way systems, partial decommissioning or screening between urinals when appropriate;
 - Consider one-way systems to avoid crossing in corridors and stairways;
 - Reduction of shared resources such as libraries/book shares, magazines, sweet/fruit bowls, etc;
 - Catering options reviewed (e.g. grab and go, reopened hot food but limited choice, etc);
 - Define occupancy and spacing guidance for canteen/café areas; and
 - Remove access to cloakroom facilities (they can contribute to contamination through clothing).

- Mark out routes and distancing to support the above:
 - Implement one-way systems to avoid crossing in corridors and stairways;
 - Mark floor queuing procedures and stairwells to assist 2m distancing;
 - Zoning of workplace and recording of who is moving between each zone;
 - Alternative desks left unoccupied (seat or desk removed);
 - Chair removal to avoid/deter face-to-face contact; and
 - Protecting vulnerable people may also require a risk categorisation to be taken into account in working from home policy, space planning and desk allocation.
 - Define reduction in any cash payment facilities and increase in app or contactless ordering and payment for food and beverages.
 - Redefine delivery scheduling, loading bay operations and food supplies to ensure that large quantities of supplies and personnel will not be arriving together in confined loading bays.
 - Backlogs of mail or deliveries assessed and prioritised for collection procedures.
 - Parking availability and procedures have been defined and communicated effectively to avoid congestion and that vulnerable staff can avoid public transport.
 - Consider screening solutions to protect reception staff, and use between desks when 2m distancing is not possible.
 - Supply chain and third-party businesses reviewed to ensure continuity of service and impact of furloughed staff and/or financial challenges.
 - Robust enforcement mechanism defined to ensure staff with any form of illness do not attend work, and actions to be taken if this situation arises.
-

PHASE 2: RECOMMISSIONING THE WORK ENVIRONMENT

TIMING – AT LEAST 10 DAYS* PRIOR AND DURING BUILDING REOCCUPATION

QHSE

- QHSE client site risk assessment conducted per MG(F)285 policy guideline with requisite QHSE team support.

- Fire procedures:** System confirmed as operational, signing in and out system in place, nominated fire warden in place, fire muster point confirmed.

First aid: First aid kits are stocked and available. Phone signals to contact emergency services operational.

Hygiene: Washing facilities with soap/gel available (see Cleaning below).

- Response plan defined in the event of a confirmed or suspected case of COVID-19, and communicated to senior management, facilities management teams, receptionists, security staff and cleaners.
- Any required modifications to fire alarm practices or evacuation drills to cater for COVID-19 measures have been addressed, ensuring that the activity is still compliant with relevant building and fire codes.
- Numbers of fire marshals, first aiders and any PEEP requirements defined given scale and timing of recommission/reoccupation activity.
- Emergency signage reviewed and subject to the change in layout, or restricting access to reduce risk of contamination.
- Display Screen Equipment (DSE) assessments planned and re-managed.

- Business continuity and disaster recovery plans updated based on COVID-19 implications.

- Implement physical distancing best practice.

Compliance and regulatory checks

- Full building inspection carried out:
 - All life systems inspected and passed (fire alarms, sprinklers, emergency lighting, etc);
 - Emergency generators operational (if required to provide power in an emergency);
 - Uninterruptable Power Supplies (UPS) operating effectively (if applicable);
 - Fire suppression systems inspected and all fire extinguishers are in date;
 - Heating systems reviewed for gas safety compliance. Water sampling and chemical treatments aligned to the asset strategy plans and in date;
 - Chilled water systems and cooling towers inspected and compliant;
 - Statutory compliance status assessed and plan in place to address any outstanding maintenance (omitted or suspended since the pandemic outbreak); and
 - All lift maintenance requirements confirmed and in place.

- Full fire evacuation procedural review undertaken.
- All required Legionella procedures followed before the building has been reopened.
- Insurance companies notified of reopening.

Employee wellbeing and communications

- Staff briefing paper/communication issued setting out new back to work conditions and required behaviours – on arrival at work premises, operating in work premises and exiting work – including:
 - New entrance protocols;
 - How to reduce in-person interaction with colleagues, vendors and customers to the extent possible;
 - Social etiquette re sneezing and coughing;
 - Mandated use of hand sanitiser in arrival and key touchpoints;
 - Work station and keyboard cleaning protocols;
 - Revised cleaning policies to be implemented;
 - Reinforcement of good COVID-19 practices – washing hands and avoiding face contact;
 - What will be made available regarding food and drink – what will no longer be available;
 - Employees inducted on any new QHSE arrangements:
 - Fire procedures;
 - First aid; and
 - Emergency arrangements in the event of a person showing symptoms.
 - Workplace support, such as fire wardens and first aiders, briefed on appropriate guidance and instructions on COVID-19 issues during a crisis or emergency.
 - Clarity in contact persons and dedicated email address (and owner) for employees to direct queries and concerns to.
 - Use of 'welcome/business champions' to greet and manage concerns people will have as they return to work.
 - Business champions trained to support and guide colleagues through the new way of working post COVID-19. To include mental health considerations.
 - Regular (i.e. weekly) communications in place.
- What other changes to expect addressing non-availability of certain items (e.g. fruit bowls, cutlery, plates, mugs, etc); and
 - Updated work from home policy and travel policy to encourage work-related discussions via phone and minimise business travel.
-

Security

- Security implications for reopening sites is defined; sites impacted, security passes required, any restriction on access points.
- Security personnel communication protocols defined (plus response) in event of incidents/risks in relation to:
 - site closure/adjustment;
 - infection control measure;
 - business continuity/disaster recovery; and
 - staff shortage.
- Replacement of visitors' lanyards with disposable badge holders considered or sterilising processes introduced (also see Front of house/reception).
- Policy defined to deal with instance of unexpected employee/third-party arrival (e.g. refused entry recommended).
- Consider strategies defined to reduce the number of potentially infected staff or visitors from entering site:
 - Thermal imaging; and
 - Temperature checks on arrival.
- Assessment undertaken to identify any security gaps due to leave periods/staff absences due to illness.
- Procedures and roles defined to manage expected peak in expired, lost, stolen staff passes upon site reopening.
- Threat assessment on revised buildings and assets portfolio undertaken given potential resurgence of terrorism, protestors and general criminality which have reduced significantly during COVID-19 lockdown.
- Security strategy defined for any buildings that will remain empty – use of remote monitoring, physical security or mobile response.
- Security staff fully briefed on return to work and all new security protocols.

Cleaning

- Revised cleaning regime defined to ensure that staff feel safe and that transmission of COVID-19 remains low. This should include enhanced:
 - touchpoint cleans – door handles, lift panels, hand rails, toilets and bathrooms, taps, soap dispensers, table surfaces, microwaves, fridges, printers, photocopiers, reception areas, etc;
 - deep clean regimes in place plus ability to react on need (reinfection); and
 - cleaning of shared areas and meeting rooms.
- Application of CitroxProtect considered to support above – natural 3D microbiota barrier to protect surfaces from COVID-19.
- Resource requirements and shift patterns revised to take account of:
 - scale and nature of building usage;
 - any changes in staff working hours;
 - physical distancing for staff and cleaners; and
 - above work requirements.
- Cleaning regime defined is highly visible to help reassure staff and takes into account impact on resourcing and scheduling.
- Point of Contact (POC) per work area inducted on new cleaning requirements/ regime. Highly visible role – name tags, stand-out uniforms, wearing PPE.
- Collateral prepared and displayed describing the new cleaning measures/ regime to occupants to reassure and address any negative perceptions.
- Site inventory reviewed (chemical and tools) to ensure adequate for above. Includes need for PPE usage/disposal (see Waste below).

- Necessary (bulk) orders in place for hand sanitisers, wipes, face masks, to reflect company commitment to employee safety. Consider need for and implications of any client branding.
- Hand sanitiser made available at all key touchpoints (entrance points, reception, common areas, toilets, mail room, deliveries).
- Full deep clean undertaken prior to site opening.
- Consumables fully replenished prior to opening (e.g. toilet tissue, hand towels, coffee, tea, etc).
- Robust and frequent quality checks in place to ensure new cleaning regime adhered to.
- Usage of key products (e.g. hand sanitiser) monitored to identify patterns and inform replenishment schedules.
- Clear method of physically distancing of staff and visitors in reception areas defined and implemented. This should include:
 - Queuing systems or processes; and
 - 2m spacing in waiting and reception areas.
- Screening solutions considered to protect reception staff.
- Visitor booking and recording process redefined to be as 'contact free' as possible. Effective signage in place to explain the system.
- Replacement of visitors' lanyards with disposable badge holders considered or sterilising processes introduced (also see Security).
- Consideration given to use of hosts to guide employees and visitors when entering building.
- Consideration given to electronic visitor management system to reduce visitor interaction.

Front of house/reception

- Front of house staff provided with PPE and briefed on how to reduce the risk of onward transmission. This should include:
 - Use of gloves;
 - Availability of hand sanitiser on entering reception;
 - Regular handwashing;
 - Visual identity check of documents without contact;
 - Prevention of multi-use of touchscreen technologies;
 - 2m distancing between receptionists; and
 - Identification and response to staff or visitors presenting with COVID-19 symptoms.

Waste

- Bin provisions throughout buildings and estate assessed and actioned to account for:
 - increased levels of disposable waste; and
 - use and subsequent disposal of PPE in some areas/circumstances.
 - Waste collection provision assessed to take account of new cleaning regime (e.g. deep cleans, extra waste due to 'trash bash' initiatives) and legislation regarding the removal of PPE.
 - Required building users educated on use and disposal of PPE.
 - Order and install containers for contaminated PPE (72 hours before collection).
-

- Waste volumes reviewed, taking into account increased use of disposable cups (vs mugs), and volumes of people returning to work, etc.
- Define policy for wearing masks to work plus disposal procedure. Mitie will provide special waste receptacles for these PPE items and a bespoke collection/disposal service.
- Ongoing review of waste types and volumes after opening.
- Define and communicate compliance on the handling of business waste at household residences (material printed at home is regarded as business waste and is subject to specific disposal regulations).

Landscapes

- Comprehensive dilapidation survey completed to check for hazards and/or impeded access to newly configured/redesigned working spaces.
- Site access surveyed to identify areas for new signage.
- Plan in place to address work on safety of trees, fences, paving and pathways, fire escapes, fly tipping, graffiti, blocked gullies/drainage, waterways, long grass (fire and vermin risk).
- Consideration given to use of planting and signage to control access/egress of buildings to maintain physical distancing.
- Communal areas reconfigured to maintain physical distancing and (where possible) to take advantage of wider spaces.

Post room and deliveries

- Sterilising process for all incoming deliveries introduced (e.g. UV cabinet located at delivery point).
- Hand sanitiser dispensers positioned at delivery entry point to buildings/sites.
- Mail room and delivery operatives provided with appropriate PPE and instructions on how to use/dispose (see Waste above).
- Where possible, outer packaging to be removed and disposed of prior to moving items from the delivery point.
- Decision to be made on whether all colleague personal deliveries are stopped.

Other operational/maintenance considerations

- All open water systems flushed, e.g. taps, toilet cisterns, water dispensers/fountains, water boilers.
- All ZIP boilers or equivalent refilled that have been drained down. Filters to be changed.
- All isolated power supplies and equipment re-energised (e.g. fridges, freezers, ZIP boilers, dishwashers, lighting, power outlets, boilers, fan coil units, etc).
- Previously isolated HVAC to run for between 48 to 72 hours as a minimum timeframe to ensure fresh air has been circulated throughout.
- All air flow rates maximised.
- Upgrade ventilation/extract, particularly to maintain negative pressure in washrooms and in general to supply (75% air change constantly).
- Maintenance operating procedures and routes mapped throughout buildings to minimise human touch contact, and engineers carrying debris from filters on their uniform.

- Assessment made on feasibility of bringing forward project works and outstanding remedial works. Cost savings from unimpeded/reduced access to buildings.
- Pre-planned and reactive maintenance requirements revisited, and impact on resource levels, shift patterns defined.
- 'Grilles and diffusers' maintenance regime SFG20 26.01 enhanced by either removing the grille to clean both sides or to use air jetting and extraction.
- Adoption of Condition Based Maintenance (CBM) considered. Enabled by connecting to Mitie's Service Operation Centre. Minimises human resources cost and travel while improving the resilience of the service.

Energy

- Building management systems health check completed and reconfigured to the new operating model (i.e. anticipated occupancy levels and refreshed comfort policies).
- Capability of current building management systems assessed to ensure fit for purpose in a rapidly changing environment, post lockdown.
- Heating and lighting needs reconfigured to optimise energy usage in reduced occupancy or reconfigured/redesigned working environments. Maximise cost savings.
- Analytics from pandemic period undertaken to better understand opportunities to save costs and reduce interdependencies (e.g. occupancy vs energy).

Other considerations

- Change governance in place to identify and respond quickly to unforeseen challenges or changes in governance guidelines.
- Contingency plan in place for possible switch back to lockdown.

Organisations that work with Mitie to undertake appropriate recommissioning measures outlined in this section, will qualify for the 'Mitie COVID-19 Checklist Assured' mark.



MAINTENANCE TASKS CHECKLIST

During lockdown, inspection and testing may have been suspended. To meet insurance requirements and fulfil duty of care, it is vital that any suspended tasks be reviewed and undertaken prior to reopening buildings.

The following checklist sets out the maintenance tasks that need to be undertaken and certified on CAFM systems as a minimum.

HEATING, VENTILATION, AIR CONDITIONING (HVAC)

Air conditioning/ventilation

- Check the refrigerant level
- Inspect the drain pans and condensate drains for obstructions
- Inspect and clean or replace all filters
- Vacuum and disinfect all return air grilles
- Run a general system test to check for unusual noises, odours and measure indoor/outdoor temperatures and system pressures as needed
- Clean all outdoor condenser coils
- Clean all indoor evaporator coils with a cleaner and disinfectant
- Check outdoor fan motors and indoor blower assemblies
- Update F-Gas Register

Air handling systems

- Clean louvres and check for proper operation
- Clean evaporator coils with a cleaner and disinfectant
- Inspect the drain pans and condensate drains for obstructions
- Inspect and clean or replace all filters
- Vacuum and disinfect all return air grilles
- Run a general system test to check for unusual noises and odour

Pressure systems

- Ensure that the unit has a valid in-date insurance inspection
- Ensure that the Written Scheme of Examination is in date

Cooling towers

- Visual inspection of pack and drift eliminators
- Perform water quality checks, dip slides TVC sampling
- Remove and clean strainer in sump
- Power wash tower hot deck and cold deck
- Power wash tower fill and use scale remover as needed
- Check bottom of hot and cold decks for corrosion and rust
- Check gear reducer lubricant and refill with factory-recommended oil
- Clean gear reducer sight glass and check shaft thrust and play

Chillers

- Check controls and safety circuits for proper operation
- Check piping and compressor for any signs of leaks and test refrigerant pressures
- Check quality of condenser and chilled water chemical levels
- Check oil heater

HEATING, VENTILATION, AIR CONDITIONING (HVAC) [CONTINUED]

- | | |
|--|--|
| <input type="checkbox"/> Check refrigerant levels | <input type="checkbox"/> Check refrigerant purge unit |
| <input type="checkbox"/> Check refrigerant purge unit | <input type="checkbox"/> Run a general system test to check for unusual noises, odours and measure supply/return temperatures on both condenser and chilled water and system pressures as needed |
| <input type="checkbox"/> Run a general system test to check for unusual noises, odours and measure supply/return temperatures on both condenser and chilled water and system pressures as needed | <input type="checkbox"/> Check filter condition |
| <input type="checkbox"/> Clean condenser coils and check for leaks and corrosion | <input type="checkbox"/> Clean condenser coils and check for leaks and corrosion |
| <input type="checkbox"/> Check oil filter and change if needed | <input type="checkbox"/> Check oil filter and change if needed |
| <input type="checkbox"/> Compressor oil should be tested for acid | <input type="checkbox"/> Compressor oil should be tested for acid |
| <input type="checkbox"/> Check condition of condenser water tubes and clean if needed | <input type="checkbox"/> Check condition of condenser water tubes and clean if needed |

Computer room cooling systems

- Check temperature of room and environmental conditions
- Check controls and safety circuits for proper operation
- Check piping and compressor for any signs of leaks and test refrigerant pressures
- Check quality of condenser and chilled water chemical levels
- Check oil heater
- Check refrigerant levels

Boilers

- Gas safety check
- Run a general system test to check for unusual noises and odours
- Check of oil storage and distribution, including filters
- Check oil quality
- Perform water quality checks
- Check distribution for leaks
- Undertake maintenance visit

ACCESS

Auto doors/access

- Visual inspection and check of safety systems for correct operation
- Undertake maintenance visit

Lifts and escalators

- Undertake maintenance visit
- Ensure that the unit has a valid in-date insurance inspection
- Ensure that the Written Scheme of Examination is in date
- Run a general system test to check for unusual noises

SECURITY & FIRE* AND SAFETY & HYGIENE SYSTEMS

Fire detection systems

- Check panel for fault indication
- Carry out sounder and beacon test (note: ensure any occupants are aware this is a test)
- Carry out weekly Call Point Test on all zones/loops (note: ensure any occupants are aware this is a test)
- Check PA VA for correct operation on all announcements (note: ensure any occupants are aware this is a test)
- Smoke extract systems – check for faults and operation
- Ensure correct fire door operation and that they release on alarm

Fire extinguishers

- Check fire extinguishers (ensure 'last serviced' date is within 12 months, and that the extinguisher is in the correct location and of the correct type for risk)

Fire suppression systems

- Check panel for fault indication
- Check gas bottle charge is correct (note: you may need your maintainer to carry this out)

Intruder

- Check panel for fault indication
- Check for any zones that may have been 'isolated' during the lockdown/non-occupancy (if these were isolated due to a fault, contact your maintainer via your normal process)
- Ensure that the system can be armed and disarmed correctly

CCTV

- Ensure the time and date is set correctly
- Ensure all cameras are operating correctly, e.g. focus, pointing at correct area of coverage, movement (if PTZ type)
- Ensure all cameras are saving footage to your DVR/NVR correctly

Access control

- Check all operation of keypads and card readers (any faults should be reported to your maintainer via your normal process)
- Ensure that all doors are fully secure when closed
- Check the PC to ensure it is showing movements around the building

Public health

- Check that all drains are free flowing and charged
- Check that WCs and urinals are operating correctly
- Check sump and sewage pumps
- Check interceptors

SECURITY & FIRE* AND SAFETY & HYGIENE SYSTEMS [CONTINUED]

L8 water quality

- Survey the system to make sure it is safe to reinstate the services
- Check system for leaks
- Check water storage tanks for internal condition and clean if required
- Outlet inspection for scale presence
- Flush of all outlets to enable system turnover
- Record calorifier/water heater storage, flow and return temperature flow, and return temperatures as required
- Pasteurise the hot water system by heating calorifiers up to 70°C for one hour and circulate/pull through the hot water to all outlets
- Shower head and hoses clean and disinfection
- TMVs should be serviced and disinfected following an extended period of non-use
- Undertake microbiological sampling
- Chemically disinfect the system dosing the incoming main, cold water storage tanks and calorifiers, drawing the chemical through all outlets

Catering equipment

- Gas safety check
- Check safety interlocks and isolation points
- Check if kitchen extract requires cleaning
- Check fire suppression systems
- Check the correct operation of equipment
- Undertake maintenance visit
- Review F-Gas Register

Emergency lighting

- Check for fault indications
- Complete monthly checks

CONTROLS AND POWER

Building management systems (BMS)

- Check for alarm and/or fault indication
- Check outstations
- Check communications
- Check strategy/design operations
- Undertake maintenance visit

Generators

- Check fuel storage and distribution, including filters
- Check oil quality
- Complete pre-start checks
- Off load test
- On load test
- Load bank test

Uninterruptable Power Supplies (UPS)

- Check panel for fault indication
- Check output readings
- Undertake maintenance visit

Power distribution

- Visual inspection of all switchgear, including transformers

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.



For more information please visit www.mitie.com/bouncing-back/

About Mitie

Founded in 1987, Mitie is the UK's leading facilities management (FM) and professional services companies. It offers a range of services to Central Government & Defence and Communities (Hospitals, PFI schools and Local Authorities to the Public Service); and Technical Services (Engineering Services, Energy, Water and Real Estate Services) and Business Services (Security, Cleaning and Office Services) to mainly Private Sector clients in Financial Services, Manufacturing, Transport, Retail and Telecoms; and Specialist Services (Care & Custody, Landscapes and Waste Management) both Public and Private Sectors.

Mitie, which acquired Interserve's FM business in December 2020, employs 77,500 people and is the champion of the 'Front-Line Heroes' who have kept Britain running during the COVID-19 pandemic. It's mission to take care of our customers' people and buildings, by delivering essential services and deploying industry leading technology to create safe and effective workspaces, has never been more important.