



Water Management Plan



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We recognise that in our day-to-day operations, we have an impact on the environment and are committed to reduce that impact through continual improvement in our environmental performance.”

Mitie Group

Water Management Plan

Our water management strategy stems from our Integrated Management System that meets the requirements of BS EN ISO 14001:2015 as well as an environmental Aspects and Impacts Register specific to our service delivery which ensures our business procedures and processes are carefully monitored, measured, and controlled to promote a continual improvement in our environmental performance. We take monthly or annual meter reads at each of our sites and we publicly report the yearly consumption on our website and our Annual Report and Accounts.

Our annual water consumption in occupied buildings in 2020/21 was 26,699 m³. This is a 24% reduction against 2019/20. Previous annual water consumptions can be seen in Figure 1.



24% annual water consumption reduction in occupied buildings 2020/21 vs 2019/20



The reduction of water consumption to date has been credited to company-wide improvements in awareness and understanding of water as a resource. Our current consumption is reducing to 2014 levels 2020-21 but considering the low site occupancy due to Covid, we will continue to monitor our water usage to ensure this doesn't rapidly increase when our staff return to our offices.

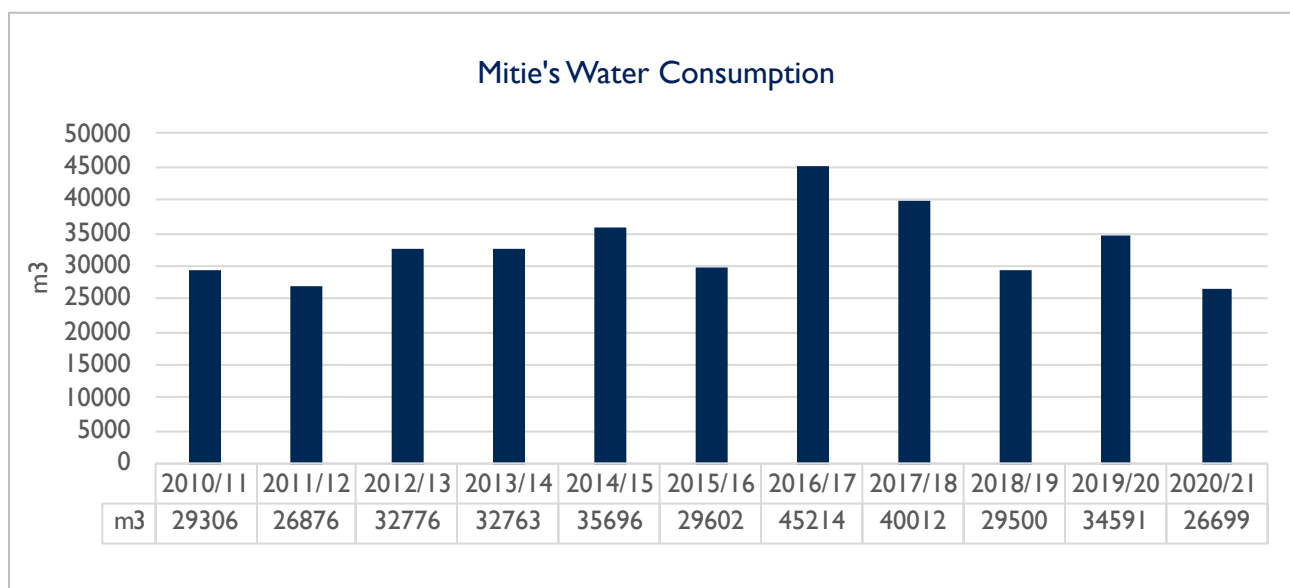


Figure 1: Mitie's historic water consumption 2010-2021.

Governance

Mitie has improved the Governance of Environmental issues with the launch of Plan Zero, our commitment to be net zero carbon by 2025 (scope 1 and 2). Four levels of governance are in place –



The
Executive
Board



Responsible
Business
Sub-Committee



Plan Zero
Steering
Group



Plan Zero
Working
Group

The Working Group

is responsible for the measurement and reporting of water consumption. The Group comprises subject matter experts from across the various business functions within Mitie who monitor consumption and advise on water saving technology, behaviour change and innovation. A new Environmental Policy has been created to address the impacts of our actions and water is a key aspect of this policy. All policies are reviewed and signed off by the Mitie CEO.

A Growing Business

In December 2020, Mitie acquired Interserve Support Services and therefore our absolute water consumption may increase due to a larger estate. Interserve's water figures are not included in our FY 2021 figure but will be included in our FY 2022 report going forward. As seen in Figure 1, Mitie's consumption of water increased year on year between 2010-2018, which can be attributed to improvements in data collation giving us greater visibility at all sites. We identified areas requiring improvement and put targets in place to achieve them.

PLAN ZERO



A MITIE INITIATIVE

Plan Zero is Mitie's comprehensive, practical approach to achieving Net Zero carbon. It draws upon our empirical, proven experience deploying the kind of carbon reduction measures that have enabled the company to confidently state it will reach net zero carbon by 2025 – a whole 25 years ahead of UK Government targets.



Reduction Target

Mitie's water reduction target is a 5% reduction year on year, eventually hitting a 20% reduction against a 2020 benchmark, by 2025. The target will see a 1,335m³ reduction in water consumption every year.

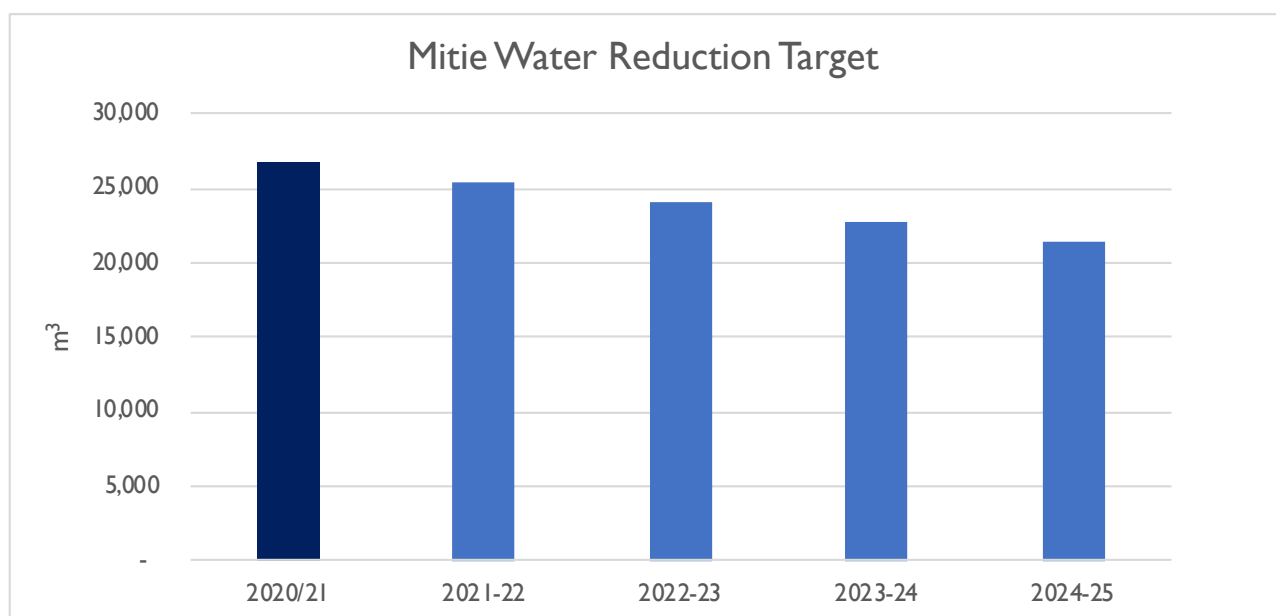


Figure 2: Mitie's water reduction target to 2025.



Washrooms

Mitie's primary water use comes from washrooms and water required for cleaning. Although Mitie's water use is relatively small, we still implement water efficiency measures across our buildings and refurbishments. These include the installation of low flush toilets, tap sensors and waterless urinals.

With the return back to the office post Covid potentially increasing water consumption, we have engaged with companies such as WhiffAway to install waterless urinals, NovaLoo for installing their pioneering technology to reduce water usage in flushing a toilet and HydraLoop who recycle grey water from showers and sinks to flush toilets. We will adopt these innovations in water reduction across our estate to decrease water use at all of our sites.



Cleaning

Further to water reduction measures, Mitie is conscious of what we flush into the water course and a key risk stems from our cleaning products and the chemicals used by the cleaning teams. One of Mitie's Plan Zero commitments in 2020 was to use natural, non-toxic and biodegradable cleaning products and champion the use of new innovations wherever possible. Mitie are trialling new Bio-Tech products that use microbes and enzymes to clean and disinfect our workspaces and is using microfibre and surface coatings that reduce the amount of water required during cleans. Not only does this reduce the water consumption of our operations but also reduces our environmental impact and toxicity of the wastewater effluents in and around the vicinity of our operations.



Building Selection Improvements

One factor for reduction in water consumption is our procurement of a more efficient estate.

Mitie has been undergoing a period of consolidation of its built estate and older less efficient buildings being disposed of in favour of retaining more modern estate stock. We actively promote water saving technology such as dual flush toilets, waterless urinals and sensor taps with water flow restrictions. Our Plan Zero Commitments, state we will only occupy BREEAM Excellent (or equivalent) buildings moving forward, and this strategy will continue to decrease our water consumption as we rationalise our estate post Covid.



Education

We are including water consumption training as part of our enhanced e-learning programme which all 70,000 staff will have access to. This should increase the profile of water within our day-to-day operations and slowly change behaviours of our staff, nudging them to think twice about the water they consume at work.

Further awareness can be found through our educational but relaxed knowledge share programme 'Sustainability Café' that any Mitie employee can join on a fortnightly basis. It highlights important aspects, such as water consumption, and their wider environmental impact not only around our Mitie estate but also on a global level.



Legionella & Other Water Hygiene Risks

Water saving measures can impact on health risks such as Legionella due to reductions in water flow. Mitie will always adhere to any health and safety matters and prioritise them to protect staff and other stakeholders.



Water Scarcity

We now have sites in Spain and with an arid climate and high-water scarcity, our efforts are ensuring we consume as little water as possible. We make sure that our water-saving cleaning techniques in the U.K. are carried over to our teams in Spain as well as any innovative technology collaboration in either country. As the Spanish sites are a recent addition to Mitie's built estate, we are continuing to develop this specific water management plan including actions such as using vacuum cleaners and cleaning brushes, to clean internal and external floors, and only using water when necessary. We are looking to install time switchers or sensors in the taps and water economising devices in our taps, showers and toilets in the sites that currently don't have them. We will also train our staff to report any water leaks, both in our Mitie offices and in the public through local Spanish authority water leak reporting services. (referenced from one of the biggest water suppliers in Spain: canaldeisabelsegunda.es). As we get feedback from our staff in Spain and learn more about Spanish water scarcity we will, in time, look to other ways to reduce water that might be more site specific depending on the region in Spain in which the site is located.

Mitie Water Technical Services

As well as managing our own water, we are a market leading water treatment and water hygiene service provider operating in a variety of sectors including healthcare, manufacturing, commercial, education and leisure.

We offer a complete range of water and air hygiene and treatment services.

Mitie Water supports with all water treatment, air and water hygiene needs directly through our highly skilled engineers located across the UK accredited to the Legionella Control Association.

Memberships and standards we work to

- Legionella Control Association (LCA)
- ACoP L8 2013
- HSG 274 2014
- BS8580-1: 2019
- BS2486: 1997

Mitie Water covers all aspects of water treatment and hygiene, including but not limited to:

- Domestic water hygiene services
- Legionella risk assessments
- Cooling towers and adiabatic systems
- Steam boiler treatment
- Softening, reverse osmosis and pre-treatment plant
- Closed water systems
- Water sample analysis via UKAS accredited laboratory
- LEV testing
- Ductwork cleaning and fire damper testing





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