

### Mitie Landscapes

## Welcome

Mitie Landscapes is the natural choice when it comes to creating and maintaining beautiful, clean and safe grounds.

We are passionate about our people, who are directly employed, trained and skilled to deliver a high quality horticultural service. With approximately 750 staff, we have built an award-winning team of experts that service 7,000 sites across the UK.

Our client base is varied, including managing agents, manufacturers, retailers, hotels, pubs and restaurants, prestigious head offices, utilities estates, distribution and logistics operators. We offer a range of services tailored to our client's horticultural and landscaping needs.

#### **Services**

Our Landscape services include:

Grounds maintenance

Interior plants

Christmas tree / decorations

Winter services



#### 13,000,000m<sup>2</sup> of grass cut fortnightly



Over 600 Christmas trees installed each year



300,000 gritting visits completed in a year



Over 15,000 tonnes of salt usedthroughout the winter

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Accreditations

Plants@Work Affiliated member
BALI member



For more information contact: FirstImpressions@mitie.com

Introduction to

## Grounds Maintenance

# It's more than just cutting grass!

#### Nationwide service

Our locally based teams work across the U.K. making sure your grounds maintenance requirements are met wherever your site(s) may be. All operational teams are employees of Mitie. This ensures well qualified people who are fully compliant to work on your sites.

#### **Flexible service**

We offer a flexible service across your portfolio, grading our service levels by the type of property. You can benefit from our horticultural skills for your most prestigious properties while usingoursimpler grounds maintenance services for properties with fewer requirements. In all cases, you will benifit from clean, safe and well maintained grounds throughout the year.

#### All year service

Our dedicated teams make sure your grounds are well maintained and safe all year round. Our technicians are fully trained to look after your sites in the summer and keep your grounds and people safe in the winter. We've got it all covered.

#### Qualified

Our people go through a rigorous training process before they tend to your grounds. We provideongoing training to ensure safe working practices, an improved skill set and on-going career opportunities.

#### **Customer friendly**

We understand that your customers experience is key. Our people know this too and always ensure their work is done with the customer in mind. You care about the customer experience and when we say First Impressions Count, that applies to them too.

#### Innovative

Innovation is at the heart of everything we do. That's why we've created 'Live Landscapes', our very own online client portal, allowing you to see details and information on every service we provide to you in real-time. You will be able to monitor our performance site by site across your full portfolio.





#### **Our Services**

#### Soft Landscaping

Some plants and trees will take years to grow to full maturity. This can often make your grounds seem a little bare for a few years.

We will advise you on the best way to mix and match so that in the short term, instant colour can be added right from the start.

We will prune after flowering in order to maintain the plants optimum condition and also provide specialist advice regardingtypesofplantssuitable for each location on your site. Throughout our service, we maintain sight lines and heights within health and safety requirements and laws.

We also offer a hedge-cutting and seeding service to all our clients who want to ensure their grounds are in prestige condition.

#### Hard Landscaping

Our team of qualified and fully trained hard landscapers are experts in a range of services including:

- Creating paths and decking
- Laying down new steps
- Testing soil and improving
   where necessary
- Creating new planting areas with shrubs and hedges and maintaining them by the same teams that planted them
- Advising on and installing complex water features
- Clearance of old sites
- Re-landscaping sites to either your own design or ours



## Introduction to Interior Planting

## Work, Live, Breathe

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

All our interior plants are grown from sustainable sources. The plants we use will be chosen to suit the individual areas of yoursite, taking into account light level, temperature and space requirements.

We offer an exciting range of interior tropical plant displays that can be rented or purchased. We candesign, installand maintain plant displays throughout your building(s) whils tkeeping the overall maintenance costs low.

#### **Case Study**

#### Intu Merry Hill

We are very proud to provide grounds maintenance, interior plants and winter services across the whole Merry Hill estate for Intu properties. We have been working at the site since 2010 and were rewarded in 2018 with a three year contract extension.

Merry Hill, the largest shopping centre in the Midlands, attracts 22 million visitors every year. Along with the main shopping mall the site also includes a retail park, cinema and 10,000 car parking spaces.

We work closely with the site management to ensure that the grounds and interior planting provide a perfect welcome for all customers, staff and visitors to the site. The internal displays are designed to complement the overall feel of the centre and help enrich the shoppers' experience.

During the busy winter months we are on hand to keep the centre accessible and safe. Utilisingourspeciallyequippedgrittingvehicles along with our round the clock winter service we are able to keep the site open whatever the weather throws at us.

As part of the ongoing contract with Merry Hill we will be assisting them with their £100 million commitment to improve the centre over the next few years. This includes helping them rejuvenate external areas and entranceways and projects such as the landscaping at their newly built Next superstore.



# The benefits of interior planting

#### **Psychological**

Plants increase the sense of well-being in office workers.

#### Physical

Plants produce oxygen and remove carbon dioxide from the air we breathe which is correlated with lower work performance

#### Wellbeing

Indoor plants help improve concentration, memory and productivity

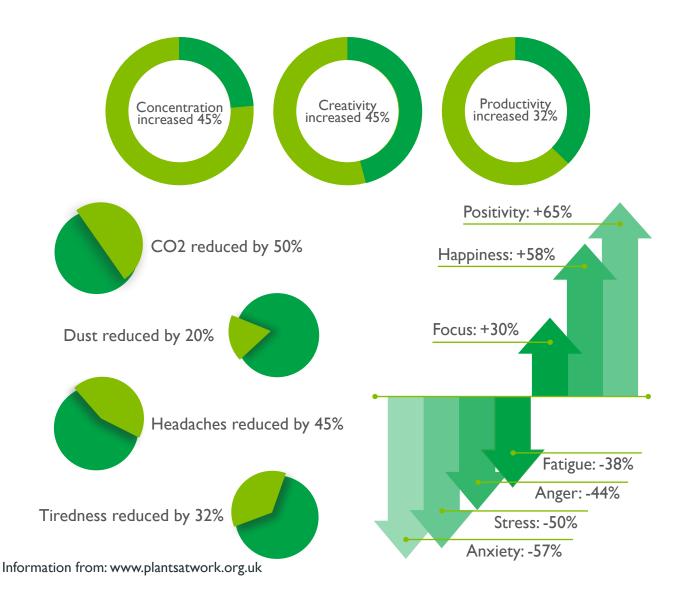
#### Air quality

Interior plants reduce indoor air pollution, particularly volatile organic compounds.

#### Acoustic

Office plants help to reduce echoes in large open areas as plants help to absorb sound.

#### Plants can have a drastic effect on our well-being and our performance!





## Christmas with Mitie

### Let Mitie arrange your decorations, so you don't have to!

Don't miss out this year on an opportunity to impress your clients as well as boosting the morale of your staff with some beautiful Christmas displays from Mitie. Save time and hassle by ordering now.

#### Choosing your tree

We can provide either real or replica trees, whichever you prefer. Real trees, as lovely as they are represent a significant fire hazard which is why at Mitie we recommend replica trees for interior use.

#### What size tree?

It's important to get the right size tree for your space so we offer a range for you to choose from. Standard sizes range from 6ft-10ft, however we can provide bigger trees on request – right up to 30ft.

#### Colour scheme

Our colour schemes are all classic colour combinations and traditional themes which will work perfectly in your office environment. All of the schemes have been hand-picked to provide a selection of beautiful festive displays.

#### Accessories

Complete your festive creation with a selection of accessories from our range. We can provide wreaths, garlands, fish bowls, mini tree's and much more. All of our accessories are available inmatching colourschemes or can be decorated in a bespoke theme of your choice.





We have a wide range of decorations to suit all your needs.

# Winter Services

## Keeping business moving!

Did you know? When the weather turns icy, you have a legal duty to ensure safe access to your building for both your employees and visitors

Our directly employed people work all year round maintaining your grounds, so when it comes to gritting in the winter months, you can rely on their inside knowledge to keep your people safe and to keep your business moving. We are driven by the very latest Met Office "Open Site" weather forecasting; you can be assured of the best in accuracy and reliability.

#### **Our Services**

Our national network of local teams makes us the UK's foremost supplier of winter gritting services to the business community, providing one of the largest and mostcomprehensiveservices in the country.

We specialise in multi-site commercial winterservices and our range of vehicles and equipment are designed with businesses like yours in mind. Our vehicles are agileand efficient, allowing them to get into tight areas and ensure full site coverage.

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#### Gritting

As one of the UK's leading gritting services, we can draw on the experience of experts in this field and we're pioneering some of the latest developments in the industry, including the use of new technology.

#### Snow Clearance

With UK winters seemingly getting colder and harsher, we have the equipment and snow clearing expertise to see you safely through the snowy months.



#### **Benefits and Features**

We're ready to be your trusted partner through the winter. Our winter services are packed full of features including the following:

- Nationwide coverage
- Claims defence assistance
- Flexible cost options
- Dedicated account management
- Customer web portal allowing you to view gritting activity in real-time

- Award winning 24/7 customer helpdesk
- State of the art satellite tracking on all gritting vehicles
- Over 300 specially equipped gritting vehicles
- Bespoke snow plans developed for each of your sites
- Full public liability insurance

#### **Rob Lilley**

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