



Cleaning & Hygiene Centre of Excellence



Welcome to the Cleaning & Hygiene Centre of Excellence

The future is now

INNOVATION DRIVES MODERN CLEANING

Innovation drives modern cleaning. To achieve effective and efficient sanitisation, we equip and support our people with the latest technology, like systems and robotics. It's a powerful collaboration, revolutionising the way we clean. Together, we're transforming places.

But high-performing places go beyond cleanliness. Modern facilities must consider and support the wellbeing of visitors as well as colleagues. All areas should be designed with waste management in mind, avoiding rubbish being sent to landfill wherever possible, making it easier for guests and colleagues to access the necessary facilities. In addition, organisations should, where possible, provide places of calm for those using the facility.

These should ideally be outdoors, however, thriving green spaces can also be created innovatively if only indoor space is available.

Mitie's Cleaning & Hygiene Centre of Excellence (CHCE) gives visitors an engaging first-hand experience of our unique approach to cleaning and creating high-performing places. The centre also focuses on delivering innovative solutions, designed to improve hygiene, promote a 'Resource Not Waste' culture and enhance biodiversity.

SECTOR INNOVATION

Some call it
**TECH ENABLED
DEMAND LED
CLEANING**



We call it clean and
hygienic spaces that create
exceptional experiences

This is the Science of Service
This is just the start



SO WHAT DOES THE CHCE LOOK LIKE?

You'll embark on a journey through six distinct zones, catching a glimpse of the future of clean and hygienic environments. You'll discover how the combined power of technology, robotics, data and sustainability drive excellence and shape cleaning and hygiene services that respond to real demands.

The future is now.

Let's walk through the six
zones of the CHCE.

ZONE ONE

The Lab

Ensuring excellence through research and testing

THE LAB IS WHERE RESEARCH TAKES CENTRE STAGE.

We only use the best cleaning products available, and thoroughly test new innovations before they ever get used on client sites. This means you can rest assured that the environments we look after are always clean and hygienic.

While visiting The Lab, you can participate in live demonstrations and learn more about the latest products. From testing swabs from client sites for levels of cleanliness, to analysing surfaces to ensure we use the best gritting salt in frosty winters, The Lab shows how Mitie's scientific approach delivers high-performing places.

The Lab puts Mitie's scientific approach into action to deliver high-performing places for our clients.

PROVIDING ASSURANCE THROUGH TESTING

Through on-site or remote testing, we explain the ins and outs of cleanliness levels to customers, and empower them to take action if changes are required. Testing also presents an opportunity to trial new products in specific environments to make sure they perform as claimed. This can help organisations reach additional targets, such as reducing chemical use or minimising waste being sent to landfill.

Prior to a visit to the CHCE, guests will receive a cleaning testing kit, complete with one of our latest products to try. Simply swab before and after cleaning a surface and return the samples free to the CHCE. Our team will analyse the samples, testing to show and understand the growth of bacteria on a surface. When attending the centre, visitors will get to see the live results and hear from experts to understand more about what the results mean for them and their environments.



ZONE TWO

Sector Innovation

Introducing the latest technology in the biggest sectors

Moving on from The Lab you'll enter an area devoted to sector specific innovations in cleaning & hygiene, landscaping and winter services, and waste services.

Each visit to the CHCE is tailored to your sector. This means we only showcase the innovations most relevant to the requirements and challenges of your specific sector. These include cleaning robots that can cover large areas enabling frontline workers to focus on key touchpoints, on-site waste separation machines and even artificial intelligence that detects and reports unfortunate spillages. This can support potential insurance claims by providing evidence of when a spillage occurred and the time taken to respond. This makes sure spills are dealt with in a timely manner and within any service level agreement thresholds, and also creates a safer environment for visitors.

The Sector Innovation zone allows you to experience the technology you really need to know about that will transform your places.



AT THE FOREFRONT OF INNOVATION

We constantly review the latest innovations to deliver better places for our clients. The CHCE team works closely with leading suppliers to ensure only the best products are showcased before being adopted for use.

We also provide insight into the future of innovation in specific sectors. That could be new technology driving efficiency in office cleaning, robotics to assist commercial cleaning, or the latest eco cleaning products to reduce chemicals in healthcare environments. When it comes to innovations to deliver clean and hygienic environments, we've got it covered.



ZONE THREE

People & Operational Excellence

WE ARE NOTHING WITHOUT OUR FRONTLINE HEROES, WHO BRING THEIR BEST, EVERY TIME.

Visitors to the CHCE's People & Operational Excellence zone experience just what that means, learning how we invest in our colleagues success and give back to them through industry-leading benefits. By looking after our people, we know they'll be even more dedicated to look after our clients.





EXCELLENCE, DELIVERED EVERYWHERE

In this zone, visitors will also see our 'perfect cleaning cupboard'. This outlines the benchmark for organisation, providing a template that can be used to keep cupboards well ordered and easy to use, providing space for key items, as well as being flexible to the needs of your organisation.



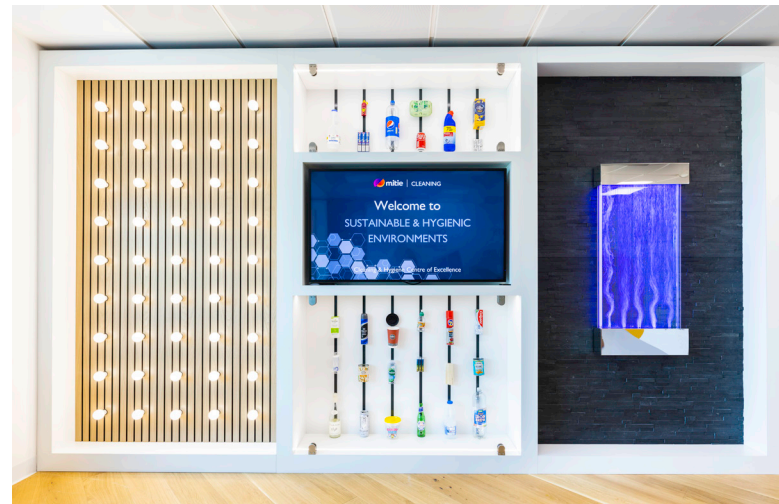
ZONE FOUR

Sustainable & Hygienic Environments

GET DECARBONISATION, DELIVERED

Sustainability is the key theme of this zone, where you'll experience how innovations in cleaning, landscaping and waste services support the delivery of net zero targets for organisations in your sector. From improved biodiversity to swapping harsh chemicals for eco cleaning products, or even becoming a 'zero to landfill' site through innovative, on-site waste solutions, this area provides practical insight into getting Decarbonisation, Delivered. You'll also learn more about Mitie's own commitment to sustainability through our Plan Zero initiative - an industry-leading pledge to reach net zero carbon emissions.

Our sustainability solutions will not only support you on your own journey to net zero, but show a commitment to the communities in which we all live and work. Keeping our communities clean and eco-friendly is a responsibility for us all, and one which we are committed to supporting you with.



CUTTING CLIENTS' CARBON

We know decarbonisation and sustainability is a key challenge for organisations, and we are here to help simplify your journey. With our in-house expertise and broad range of services, our clients reduce their carbon emissions and get closer to net zero. Mitie accurately measures carbon reduction, which is crucial for fulfilling legislative requirements. Added benefits include cost savings, secure energy supply and enhanced perception among guests and visitors.



We currently operate the largest single fleet of robotics in the UK at Heathrow airport, with over 35 robots in use, maintaining the hygiene of public areas and supporting the frontline cleaning colleagues in delivering assured environments.

THE RISE OF ROBOTICS

Rapid advances in robotics mean there are machines to take care of a huge range of cleaning tasks. They often have the added advantage of reduced water or energy usage, and even chemical free solutions, all without reducing standards of cleanliness.

Robotics and other cleaning technology are an essential consideration for a modern cleaning and hygiene solution, driving efficiency and effectiveness when integrated with skilled frontline cleaning operatives.

Depending on availability, you'll get to see the latest cleaning robots in action. It's an opportunity to learn more about their benefits, and to understand how robots and dedicated frontline colleagues complement each other to get the job done.

THE ROLE OF BIODIVERSITY

Many organisations are asking how to improve biodiversity. The CHCE experience includes guidance on how to do so. There are numerous benefits to improving green spaces, not least their positive impact on carbon emissions and the colleague and visitor experience and perception.

Through implementing artificial habitats, such as bug hotels, and environmental sensors that record animal and insect activity to inform conservation and planting, you can gain a greater understanding of the local environment and how to help it thrive.

MITIE SUSTAINABILITY IN NUMBERS



Up to **62%**
energy saving
through robotics



100%
renewable energy
used within our
business



55,000
tonnes of CO₂
saved through
improved waste
management



2,600+
EV chargers
installed



Up to
80,000
solar panels
installed every
year

ZONE FIVE

The Immersive Zone

THE FUTURE OF CLEANING AND HYGIENE

The Immersive Zone epitomises Mitie's commitment to innovation. Step inside our brand-new virtual reality experience and discover how we deliver clean, hygienic and high-performing places in a seamlessly connected way.

But virtual exploration doesn't end there. We continue to push the boundaries in cleaning, investigating how virtual reality could be used to train the cleaning operatives of tomorrow.

Please note this zone may not be suitable for visitors who suffer from vertigo or motion sickness



ZONE SIX

The Science of Service

Powered by technology.

Driven by data.

Made exceptional by our people.

TO TRULY DELIVER A
DEMAND-LED SERVICE,
DATA AND INSIGHT ARE
CRUCIAL.

In the sixth and final zone, you'll get a live demonstration of the Merlin Connect platform. This captures data from multiple sources, giving clients and frontline operatives real-time insight into their operation. For example, high usage areas are flagged up so they can be prioritised for cleaning.

Merlin Connect is cleaning,
delivered with intelligence.

Some call it tech
enabled demand
led cleaning,
we call it clean
and hygienic
environments
that create high-
performing
places.

CLEANING, DELIVERED WITH INTELLIGENCE.

Merlin Connect gives you full visibility and total confidence in your cleaning and hygiene services. Its advanced analytics and real-time insights help reduce costs, improve productivity and operate more efficiently. All from a single dashboard.

Turn knowledge into an advantage
and discover Cleaning, Delivered
with Intelligence.



WHY CHOOSE MERLIN CONNECT?

Integrate with technology across your organisation:

Merlin Connect creates a single home for multiple data sources. The platform integrates with technologies, such as washroom sensors, to display consumable levels, and room occupancy sensors, to track facility use. This means you can create a demand-led service, planning tasks efficiently to target high-traffic areas of your buildings.

Tailor dashboards for real-time updates:

With customisable dashboards, you can see all the information that matters in one, at-a-glance view and gain a deeper understanding of your cleaning services.

Automate incident escalation and reactive tasks:

Through dedicated alerting and messaging functionalities, Merlin Connect automatically notifies frontline colleagues if there's an unexpected incident or a task that needs attention – such as a spillage in a public area.

Achieve total visibility of your service:

The platform collects real-time and long-term data, with in-depth analysis that highlights where patterns can become opportunities for quality improvements or increased efficiency.

Boost efficiency, saving you time and money:

Helping you create more efficient workflows and boost your teams' productivity. You can concentrate effort where it's needed and save resources where it's not for demand-led, data-driven cleaning.

Digitise daily schedules and standard operating procedures:

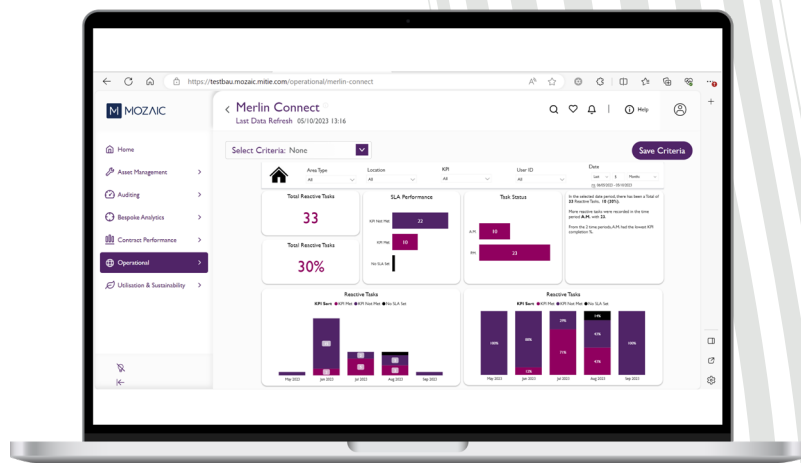
Frontline colleagues can easily access their daily schedule, and understand what tasks are required to be completed, and when. And with standard operating procedures also stored in the system, they'll know exactly how to carry out each task – even if it's their first day on the job.

Stay compliant with health and safety and operating procedures:

Use the platform's fully-digitised audit trail to monitor compliance. You can track cleaning activities, carry out quality checks and risk assessments and compare your teams' outcomes to standard operating procedures.

Improve the experience for frontline colleagues:

Empower your frontline colleagues by giving them an at-a-glance view of the tasks that need to be done and reassurance that hard work has been recognised.



SENSOR TECHNOLOGY

Using sensor data to understand how their environments are used, Mitie clients can tailor delivery to ensure cleaning operatives are in the right place, at the right time.

Bathroom sensors monitor usage and consumables, ensuring busy conveniences are cleaned more frequently and no visitor is left without essential items. Footfall sensors monitor occupation levels, identifying the areas that may require additional cleaning. Bin sensors register waste volumes, ensuring environments are always free from rubbish.

When this data is fed into Merlin Connect, a detailed picture emerges of the entire location, providing insight into areas needing more attention. This enables a demand-led service, increasing efficiency while maintaining the very highest standards of hygiene, ultimately ensuring a thriving places for visitors and colleagues.

The future of high-performing places

The CHCE is a one-of-a-kind experience. We hope you'll visit soon.

ABOUT MITIE CLEANING & HYGIENE SERVICES

Mitie is the largest cleaning provider in the UK, with over 25,000 cleaning colleagues covering every corner of the country. Focused on excellence, innovation and assurance, we are an award-winning, people-centred business. Our highly-trained and technology-enabled cleaning teams follow our scientific approach to ensure we keep our promise to deliver the future of high-performing places.







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