

# Decarbonisation, Delivered.

**Plan Zero:** Turning decarbonisation ambition into action





A lush, dense tropical jungle scene with various plants. A large, dark green, heart-shaped leaf with prominent veins is the central focus. Below it are plants with white variegated leaves and a cluster of white, star-shaped flowers in the bottom left. The background is filled with other green foliage and moss.

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Let's get started...





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# Decarbonisation: Why now?

**Learn when it comes to net zero, there's no time like the present.**





## The pressing need to deliver

**As organisations gear up for the net zero 2050 deadline, the focus must be on delivery – turning ambition into tangible outcomes.**

Every day, organisations are losing money through inefficient processes, buildings and fleets, while the long-term costs of inaction mean there's more ground to make up. So, the urgency to accelerate progress towards a net zero future has never been greater.

The most forward-thinking organisations started their journeys years ago. Now, with demands for change from customers, the public, investors and employees, there's an even more pressing need for all organisations to act now before it's too late. That's why Mitie's own ambitious roadmap is on course to deliver decarbonisation by 2025 – that's 25 years ahead of national and international targets.

Here are some of the most compelling reasons why we all need to act now. Each of the following drivers of change underlines the critical role that both the public and private sectors must play. It's clear that every organisation in every industry and market must transform.



# Compelling reasons to act

## Unpredictable energy

Market shifts and geopolitics are creating energy-cost volatility. This price uncertainty raises far-reaching questions about how we will heat, light and power our buildings, organisations, electric vehicles (EVs) and civic spaces. By investing in renewable energy, creating efficiencies and transforming operations, we're helping organisations like yours to reduce their vulnerability to the volatile global energy market.

## The struggle to secure energy

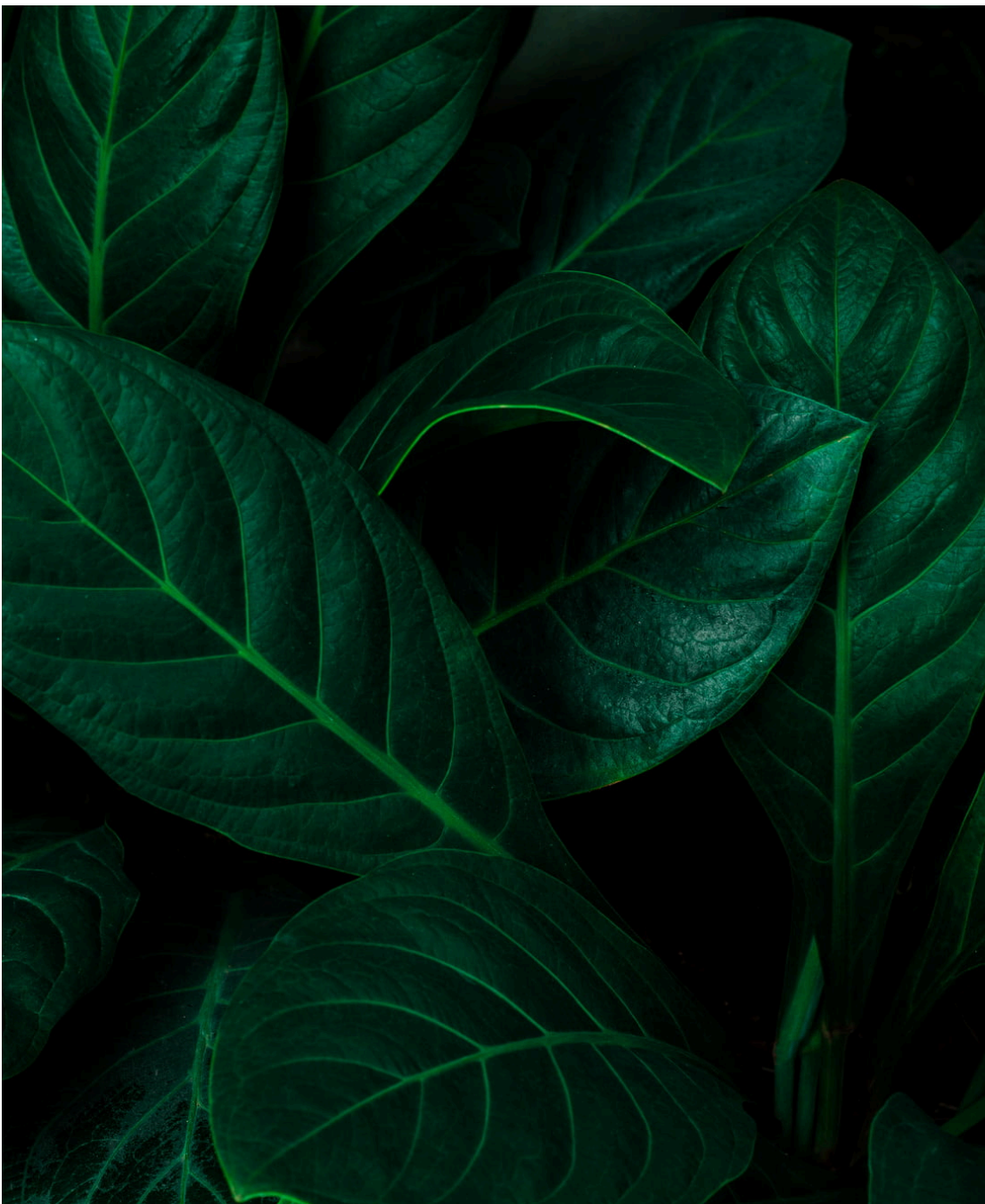
Linked to price volatility is energy security, availability and resilience. As the world shifts rapidly to renewables and low-carbon technologies, surging demand could disrupt power supplies, placing ageing grids under huge strain. Only by generating our own energy, and upgrading to smart infrastructure and efficient energy storage, will we improve continuity of operations, reduce grid dependence and increase energy security.

## Leading in compliance

Legislation and regulations are the stick (versus the carrot) of sustainability action. Most governments are toughening up their environmental protection laws. By reducing risk and staying compliant, organisations can avoid fines, legal action and reputational damage. But is that enough? Mitie goes further by helping organisations stay ahead of regulatory requirements.







## ESG action plans

As organisations worldwide embrace environmental, social and governance (ESG), it's now at the heart of decision-making and expected by investors, shareholders and stakeholders. In a PwC survey, ESG outcomes are three of the top five investors' priorities for business. Based on our own experience within Mitie, we're supporting customers to embed ESG into strategy, performance, reputation, investment and growth.

Source:

<https://www.pwc.com/gx/en/issues/esg/global-investor-survey-2022.html>

<https://www.pwc.com/gx/en/services/audit-assurance/corporate-reporting/2021-esg-investor-survey.html>

<https://www.mitie.com/wp-content/uploads/2022/10/ESG-Report-2022.pdf>

## Doing the right thing

Consumers, customers and employees increasingly demand clean, green products and services. If your organisation falls short, you risk losing customers, and reputational damage. Our Plan Zero approach puts the customer and their bespoke needs at the core of any decarbonisation strategy. Drawing on our own experience to overcome barriers associated with doing the right thing.



# Commitment counts

Recent reports highlight even more evidence of why the time for change and concerted action is now:

35%

of UK employees would be willing to quit their job if their employer failed to take action to reduce its carbon footprint.<sup>1</sup>

68%

of adults expect business leaders to speak out publicly on social and political issues such as climate change.<sup>2</sup>

60%

of UK talent would choose to work for an organisation with a strong environmental policy, over one without.<sup>1</sup>

88%

of institutional investors subject ESG to the same scrutiny as operational and financial considerations.<sup>2</sup>

<sup>1</sup> Source: HRNews, October 2022

<sup>2</sup> Source: 2022 Edelman Trust Barometer



# Breaking down barriers

**These hurdles stand in your way – but they can be overcome.**



# Simplifying the complex

**Decarbonisation is complex and every organisation faces unique challenges. It's even tougher to deliver. Successfully implementing action plans often requires cultural and behavioural change at all levels.**

Ideally, actions should balance long-term investment with short-term objectives that fix inefficient processes, assets and operations. That's where Mitie comes in – we help organisations deliver net zero faster.



## Let's get started

We'll simplify the complex and help you get Decarbonisation, Delivered.

[Click here to request a chat with one of our experts.](#)



A starting point is building a rock-solid business case for sustainability action that addresses the main barriers and objections – financial, operational, cultural and strategic.

Breaking down barriers relies on an approach that tackles these challenges head-on, including:



**Expertise:** identifying and bridging the gaps where you lack the right skills and experience.



**Futureproofing:** choosing and committing to a solution that won't be outdated soon.



**Cost:** countering the perception that actions will be too costly and/or require major capital outlay.



**Trust:** understanding which partners you can rely on for help, advice and support.



**Support:** quantifying the ongoing management and support required.



**Returns:** setting goals and demonstrating value and ROI.



**Compliance:** staying ahead of ever-evolving regulations and compliance demands.



**Continuity:** transforming energy usage while minimising disruption to operations.

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We support your business case and sustainability action plan to address any, or all, of these challenges. That way you're more likely to prioritise the right actions, meet your goals, prove the value of your plan and, in turn, attract further investment.

# Tackling the big questions

**Learn the five most common questions leaders pose about decarbonisation.**







## Tackling the big questions

In conversations with our customers, we hear a lot of questions about the best routes to net zero. We've narrowed these down to five common themes and questions. While everyone has a different starting point, these help our customers navigate to practical actions, workable solutions and tangible results. Underpinned by our Science of Service<sup>®</sup> approach, we combine innovation and intelligence to deliver real impact.

As a starting point for delivering decarbonisation, these five questions help to pinpoint the positive impact your organisation is looking to make:

How can I be more resilient in a volatile energy market?

How do I decarbonise my building?

How do I decarbonise my fleet?

How do I build the business case for decarbonisation?

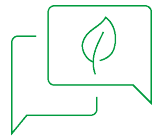
How do I manage risk and stay compliant?

Plan Zero helps you find answers by simplifying net zero actions and tailoring them to your organisation's specific challenges.

# How can I be more resilient in a volatile energy market?

## Your goal:

To build energy security with low-risk, low-cost, low-carbon energy solutions.



### We can help you...

- Reduce carbon, costs and your reliance on the power grid.
- Understand and reduce your energy consumption.
- Optimise your buildings and maximise potential savings without major or upfront capital outlay.
- Generate energy by investing in renewables including energy generation with solar PV.
- Secure long-term low rates for electricity through fixed contracts and Power Purchase Agreements (PPAs).
- Procure clean energy with a degree of flexibility that aligns with your risk strategy and sustainability commitments.



### Plan Zero benefits

- Use fewer resources and less energy.
- Generate your own energy to reduce your reliance on national power infrastructure
- Make costs more predictable.
- Buy clean energy, more competitively.



### Real-world case study

See how we supported a renewable energy purchasing strategy for a major retail chain.

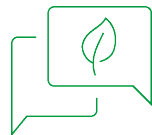
[Read more](#)



# How do I decarbonise my building?

## Your goal:

To create efficiencies and accelerate decarbonisation, transitioning from fossil fuels to low-carbon solutions.



### We can help you...

- Reduce your building energy consumption.
- Optimise your buildings and maximise potential savings without major or upfront capital investment.
- Upgrade and replace legacy electrical and control systems with low-carbon options and introduce BMS (Building Management System).
- Monitor your assets, 24/7, via our Service Operations Centre (SOC), to optimise performance and energy consumption.
- Install new mechanical assets, including chillers and smart heating, ventilation and air conditioning (HVAC) systems.
- Decarbonise with renewable heat solutions to remove your premises' dependency on fossil fuels.



### Plan Zero benefits

- Maximise capital budgets.
- Realise operational and energy efficiencies.
- Ensure the comfort and wellbeing of all your building occupants, in particular your employees.
- Achieve cost savings across the lifecycle of your products and services.



### Real-world case study

See how we optimised the BMS across 47 government buildings.

[Read more](#)

# How do I decarbonise my fleet?

## Your goal:

To transform your fleet to electric vehicles and implement EV charging infrastructure.



### We can help you...

- Develop your EV strategy and then install, manage and maintain the charging infrastructure.
- Assess your needs versus potential EV solutions and provide consultancy to guide your fleet transition and/or site infrastructure strategy.
- Deliver EV charging feasibility and designs by assessing electrical requirements.
- Install and connect the energy supply to your new charging infrastructure.
- Provide data management, analytics and insights to inform operations, billing, reporting, fleet telematics and energy management.



### Plan Zero benefits

- Futureproofing your fleet.
- Cost savings and ROI.
- Access to new sources of funding.
- Competitive advantage and a highly visible symbol of your commitment to decarbonisation.
- Tap into our expertise and experience as one



### Real-world case study

See how we helped the Department for Work and Pensions on the road to EV infrastructure.

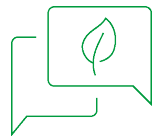
[Read more](#)



# How do I build the business case for

## Your goal:

To build a business case and action plan that delivers positive impacts for your stakeholders and the planet.



### We can help you...

- As a one-stop shop across the built environment, renewable energy, transport and infrastructure, waste resources and biodiversity net gain.
- Set goals and key performance indicators (KPIs).
- Build capabilities, processes and business models to realise decarbonisation.
- Develop and assess building decarbonisation solutions from efficiency gains to on-site power generation.
- Understand which renewable solutions align with your sustainability goals and risk appetite.
- Transition your vehicle fleet and ensure the EV charging infrastructure meets your operational needs, now and in the future.
- Align with your ESG strategy and coordinate effort from reporting to implementing actions.
- Stay compliant with changing regulations.



### Plan Zero benefits

- Inspire your organisation to get behind a compelling business case.
- Achieve quick-win savings plus long-term cost benefits.
- Demonstrate the ROI of decarbonisation.
- Build your reputation as a leader in sustainability.
- Access new funding sources and align with ESG strategy.



### Real-world case study

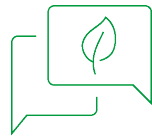
See how we helped Essex County Council reduce carbon emissions.

[Read more](#)

# How do I manage risk and stay compliant?

## Your goal:

To stay ahead of compliance as the world and regulations rapidly change.



### We can help you...

- Develop robust carbon reporting and efficient compliance processes.
- Manage risks relating to decarbonisation including fines, legal action and reputational damage.
- Disclose progress on ESG actions to improve your ratings and reputation.
- Gain insights from the reporting data to guide your strategies and actions.
- Train and educate your teams on the value of risk and compliance management in this area.



### Plan Zero benefits

- Stay compliant and get ahead of regulation changes.
- Build trust around your organisation and your reputation.
- Reduce the risk of fines and legal action.
- Confidently communicate about your clean, green practices.



### Real-world case study

See how we helped a mutual life company invest in the best path to decarbonisation.

[Read more](#)



# The platform for change

**Learn why everything you need to decarbonise is  
right here at your fingertips.**



# The platform for change

The consequences of inaction will become increasingly difficult to manage. That's why we need pioneering approaches that inspire entire industries and peer organisations to act. And Plan Zero can be that catalyst for change.

Plan Zero is hastening a low-carbon future by using the latest technologies alongside a comprehensive suite of products and services.

All of this is underpinned by our Science of Service<sup>®</sup> approach, which brings together intelligence, technology, data and our unique expertise, to help you build your capabilities.





# Core capabilities at the heart of Plan Zero

## 1. Optimise spend and energy costs

Diversify your energy sources, get smarter about energy procurement and contracting, and self-generate power.

### Utility procurement:

- Data management
- Risk management
- PPA sourcing

### Utility data and analytics:

- Bill validation
- Reporting
- Measurement and verification



## 2. Create efficiencies

Optimise and modernise buildings, assets and equipment, with a range of smart technologies and solutions.

### Building decarbonisation:

- Energy efficiency and smart LED lighting
- Mechanical, engineering and fabric projects
- BMS and controls

### Waste and environmental:

- Prevent and minimise waste
- Generate revenue

### Quick fact:

In 2022, our customers saved £4.74m on utility bills by transforming their operations.

### 3. Secure energy

Increase certainty of supply by investing in renewable energy and reducing dependence on the grid.

#### On-site energy generation:

- Solar PV
- Battery storage
- Air Source Heat Pumps (ASHP)
- Ground Source Heat Pumps (GSHP)
- Water Source Heat Pumps (WSHP)
- Heat networks

#### Quick fact:

We manage 9TWh of renewable electricity for our customers, which is approximately 3% of the UK's annual electricity usage.



### 4. Transform operations

Find innovative, effective routes to net zero through buildings and power infrastructure upgrades, EV fleet transition and biodiversity gains.

#### Electrical resilience and grid upgrades:

- Grid balancing/revenue generation
- New connections
- Microgrids

#### De-gasification of buildings:

- Heat pumps and hybrid systems

#### Fleet transition and management:

- EV charging infrastructure and fleet management

#### Biodiversity and landscapes:

- Maximising biodiversity and offsetting carbon



# How we deliver decarbonisation

**Learn about the unique approach that will bring your organisation closer to net zero.**



# | How we deliver decarbonisation

Digital technology is fundamental to delivering decarbonisation. In many cases, we already have all the technology and solutions needed to increase productivity, to drive efficiency and cost savings, to reduce waste, and to measure, analyse, automate and track progress. Plan Zero uses an extensive technology toolkit to build resilient, cost-effective, futureproof and sustainable organisations.

Our technology enablers:

## **Internet of Things (IoT) and smart building automation**

Connected, optimised spaces using 5G, cloud computing, artificial intelligence (AI) and augmented reality (AR) to manage and maintain your entire inventory of assets and resources throughout their lifecycles.

## **Digital design and construction**

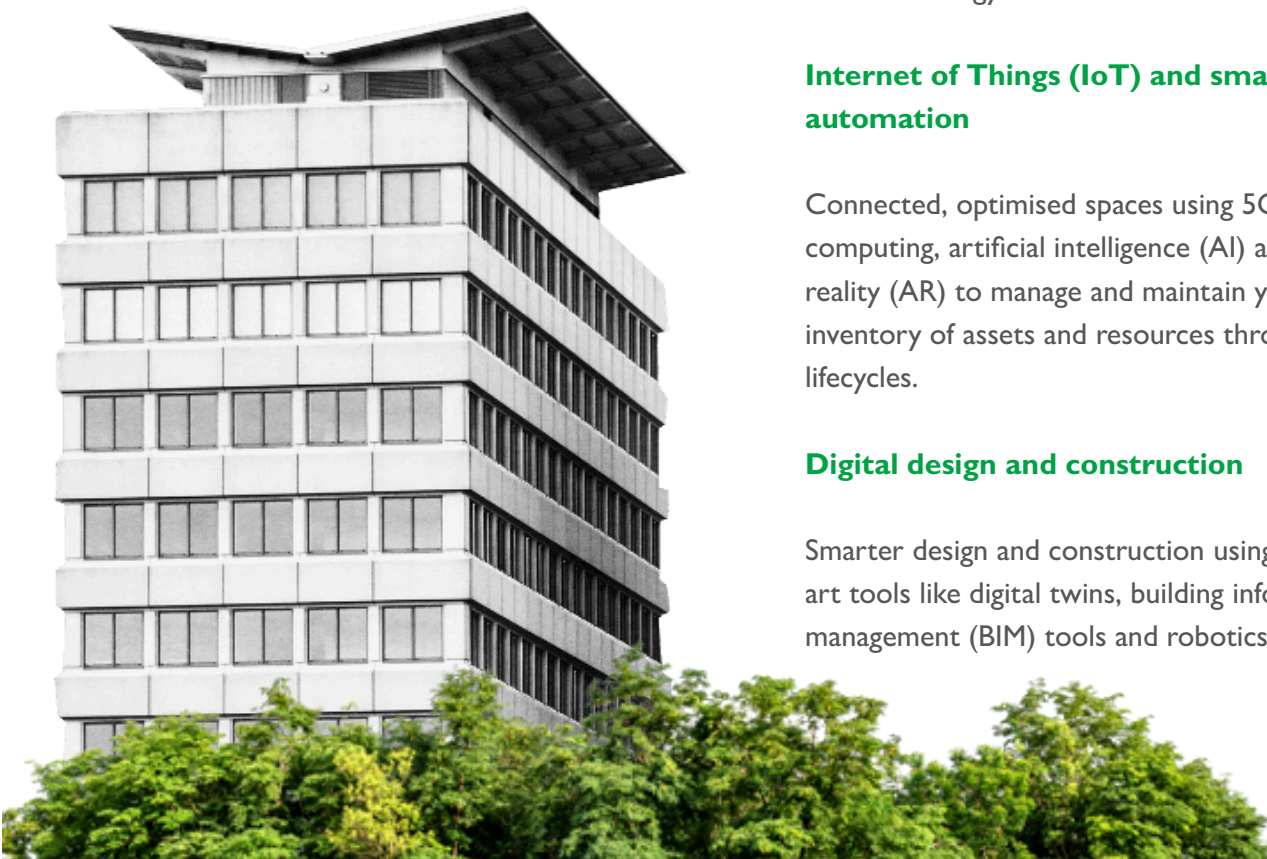
Smarter design and construction using state-of-the-art tools like digital twins, building information management (BIM) tools and robotics.

## **Decarbonisation and energy optimisation**

Carbon reduction and energy optimisation including smart grids, vehicle-to-grid (V2G) and waste-management tracking.

## **Digital monitoring and actionable insights**

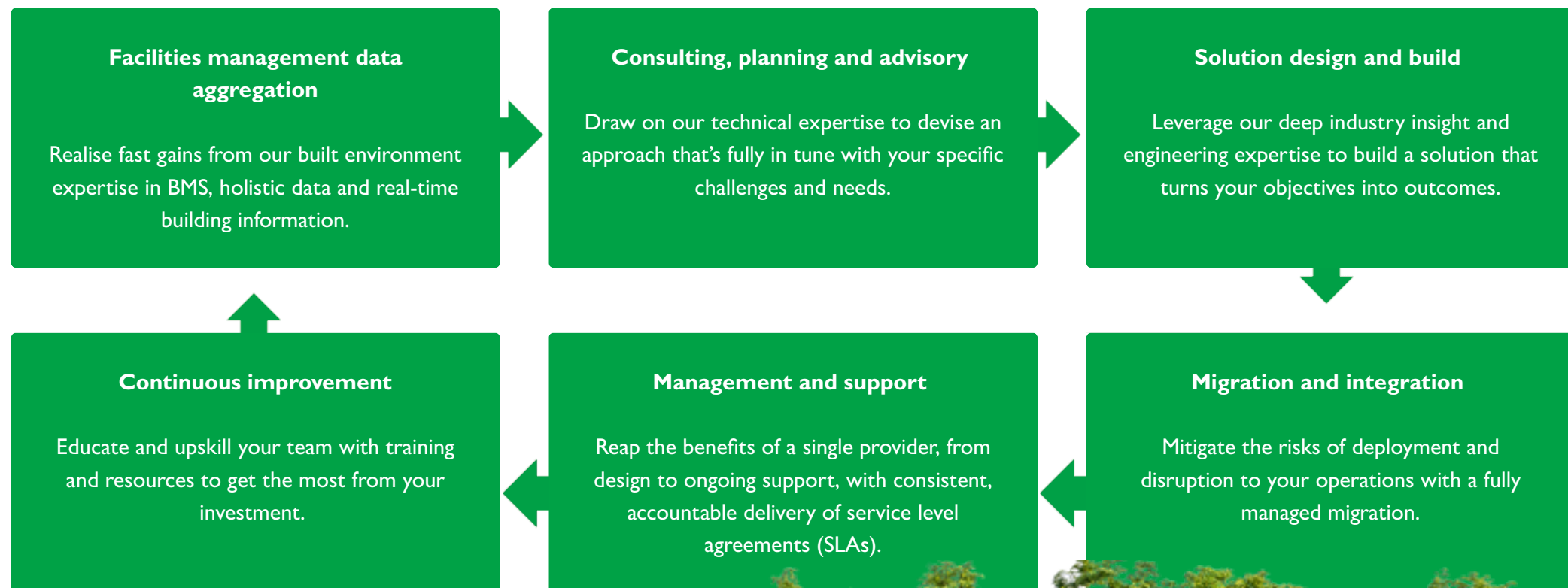
Real-time, data-driven insights from an array of tools and practices including digital monitoring, predictive maintenance and digital audits.





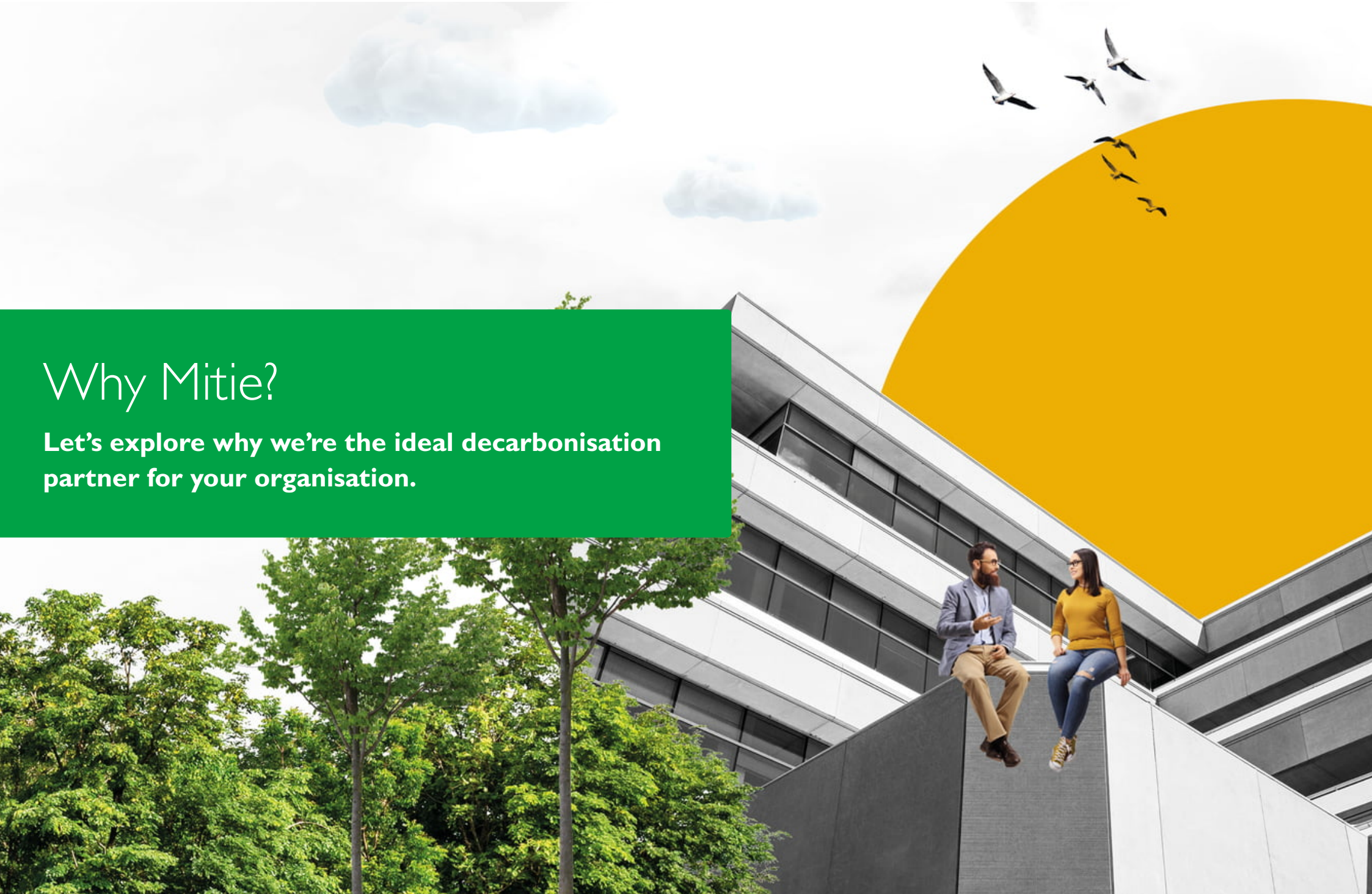
# | Decarbonisation lifecycle services

We make it easy to get started, no matter where you are on your journey to net zero. Our flexible, modular approach means you can choose consultancy only, with the option to add design, delivery and/or operation. Or you could choose from our range of end-to-end, turnkey services that are tailored to your needs. Whichever way you access our services, you'll be supported by your dedicated customer success team at every step.



# Why Mitie?

**Let's explore why we're the ideal decarbonisation partner for your organisation.**





## | Why Mitie?

**There's no substitute for real-world experience – especially when it comes to Decarbonisation, Delivered.**

**Our experts use a data-driven, tech-agnostic approach, and a deep knowledge of different operational environments, to find decarbonisation opportunities.**

And we're working with some of the biggest, most forward-thinking organisations across industries and sectors.

Tackling the unprecedented challenges of climate change, while moving to a low-carbon future, brings together multiple technologies, disciplines and methodologies.



At Mitie, we're serious about our commitment to our planet and helping customers reduce their carbon footprint.

Our own roadmap includes the decarbonisation of all 70+ Mitie sites, and with just eight to go, we'll have an entirely net zero estate by our 2025 deadline.

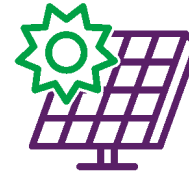
As of December 2022, we've replaced 3,000 vehicles in our fleet, with EVs, and we're saving 26 tonnes of CO<sub>2</sub> yearly through energy efficiency measures.

# Plan Zero by numbers



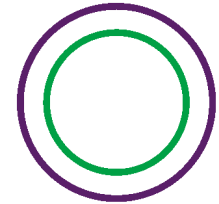
## **Net Zero 2025**

We're on track to deliver 25 years ahead of government targets (Scope 1 and 2 emissions)



## **100%**

renewable energy used within our business



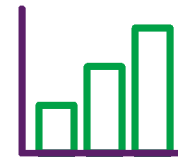
## **Over 19TWh**

of energy exposure risk managed for our customers



## **Over £4bn**

of energy spend managed for some of the largest buyers in the UK



## **The 1<sup>st</sup>**

FM company signed up for The Climate Group EPI100, RE100 and EV100 initiatives



## **2600+**

EV chargers installed across our offices, employees' homes and clients' sites



# Case studies

Learn how we helped these customers get  
**Decarbonisation, Delivered.**





## Case study: Built environment

# Optimising the BMS across 47 government buildings

**A large government department needed industry expertise to upgrade its building management systems (BMS) and optimise 47 sites across its estate. As a public sector organisation with multiple sites, sustainability was high on its agenda.**

The customer needed an experienced partner that could work with diverse property portfolios, and had the capability and expertise to survey, design, install, commission and verify savings associated with BMS.

Our energy specialists delivered an improved BMS technical solution. And our data analysis has helped the customer to achieve and maintain the optimum level of control and energy performance.

[Read on](#)

## Highlights

- 1.8GWh of energy saving verified during the measurement and verification period
- 350 tonnes of carbon emissions saved
- £75,300 gas and electricity savings for the pilot project





Case study: Energy and utility

# Supporting a renewable energy purchasing strategy

**Our customer, a major retail chain in the UK and Ireland, plans to reach net zero emissions by 2030 for its offices and restaurants, as part of its overall decarbonisation targets.**

They were one of the first retailers to adopt Power Purchase Agreements (PPAs). With increasingly volatile wholesale electricity prices, and sustainability becoming even more important, they were considering further investment in PPA contracts.

Our energy specialists provided the customer with a stronger understanding of what was available in the market and the commercial terms they should be looking for. We helped the company to strike a balance between increasing its renewable investment, value for money and meeting its sustainability commitments.

[Read on](#)

## Highlights

- >250 GWh of energy from renewable sources per year
- 17 PPA counterparties proposed projects
- c.50% total volume through corporate PPAs



## Case study: Sustainability

# Investing in the right path to net zero

**Our customer, one of the UK's largest mutual life, pensions and investment companies, has been on a mission, since 2019, to collate and manage all of its sustainability data.**

A big part of its aim is setting and reaching net zero carbon targets. So, our energy team worked closely with the customer on reducing Scope 1 and 2 emissions. They also commissioned us to measure and report on non-investment related Scope 3

emissions between 2016-2020 as a baseline for future calculations.

Our report provided the customer and their stakeholders with a robust understanding of their Scope 3 emissions. Our work will enable the company to be transparent about its data and methodology and ensure it is aligned with global standards, covering its entire value chain.

[Read on](#)

## Highlights

- 8,814 tonnes CO<sub>2</sub> measured
- One Scope 3 baseline year agreed
- 5 Years of Scope 3 data collected





Case study: Transport

## Sparking up EV infrastructure for DWP

**Mitie is proud to be supporting the Department for Work and Pensions (DWP) on its decarbonisation journey. As part of our ongoing five-year relationship, we've been working closely with DWP's sustainability team on areas including waste, biodiversity and solar power.**

Our latest commission will see the roll-out of EV charging infrastructure at more than 120 job centres across the UK.

The £4.3 million contract will cover the design, installation and maintenance of the EV charging points. It builds on our continuing support in helping DWP to reach its net zero targets and achieve a fully electric fleet by 2030.



Case study: Waste

# Turning food waste into valuable biomass

**Food waste is a valuable commodity. We helped a national rail operator see the value and use innovative recycling technologies to generate energy.**

This was an important step for our customer, who generate 120 tonnes of food waste every year at their head office in Milton Keynes.

Around 80% of food waste now goes into an on-site digester, which converts it into biomass in just 12 hours.

Not only does this effectively produce free energy for the building, it also reduces the cost of food waste collection, lowers bills and means less reliance on the power grid.

[Read on](#)

## Highlights

- Reduced the amount of food waste that needs to be collected by 80%. Equivalent to a massive 96 tonnes per year.
- Unique blend of microbes convert food waste into valuable biomass in just 12 hours.





**Case study: Delivering decarbonisation**

# Reducing carbon emissions with Essex County Council (ECC)

**Over the past five years, we've proudly partnered with ECC throughout its evolving decarbonisation journey.**

To date, we have helped them develop and submit detailed government grant applications worth £7m. We've reviewed their estate to identify priority sites. And we've created feasibility studies, securing government funding.

In addition, we've worked with ECC to provide complete project management services for the installation of a range of energy efficient technologies, including solar panels, air source heat pumps and double-glazing.

[Read on](#)



Case study: Nature

# Helping a car manufacturer enhance the biodiversity on its estate

**Our customer, a major automotive manufacturer, wanted to improve biodiversity in the grounds of its estate in southern England. The customer was keen to benefit the wildlife as well as the community, while also making sure that the estate met its core purpose as a place of work.**

Mitie's Landscapes team worked closely with the customer to understand the existing habitats in the grounds, which included grasslands, lakes and wild gardens.

Our team completed site walks and identified enhancements that met the brief.

With improvements to the existing habitats, and the addition of an orchard and wild gardens, the customer now has a biodiverse landscape which looks impressive, can be easily maintained and provides a beautiful natural resource for the wider community.

[Read on](#)



# Decarbonisation, Delivered.

Request a team member to get in touch and together we'll progress your net zero journey.



# Go faster and further with Mitie

**We're here to accelerate your progress to net zero.**

To find out more about what net zero means for you, and how Mitie can help you get there, please visit our website.

[Find out more](#)

