

# Integrated facilities management for Utilities

Discover how Mitie helps the UK's utilities companies power the country.



# Where technology meets expertise...

Keep sites operational, safe and  
productive while making budgets go  
further.



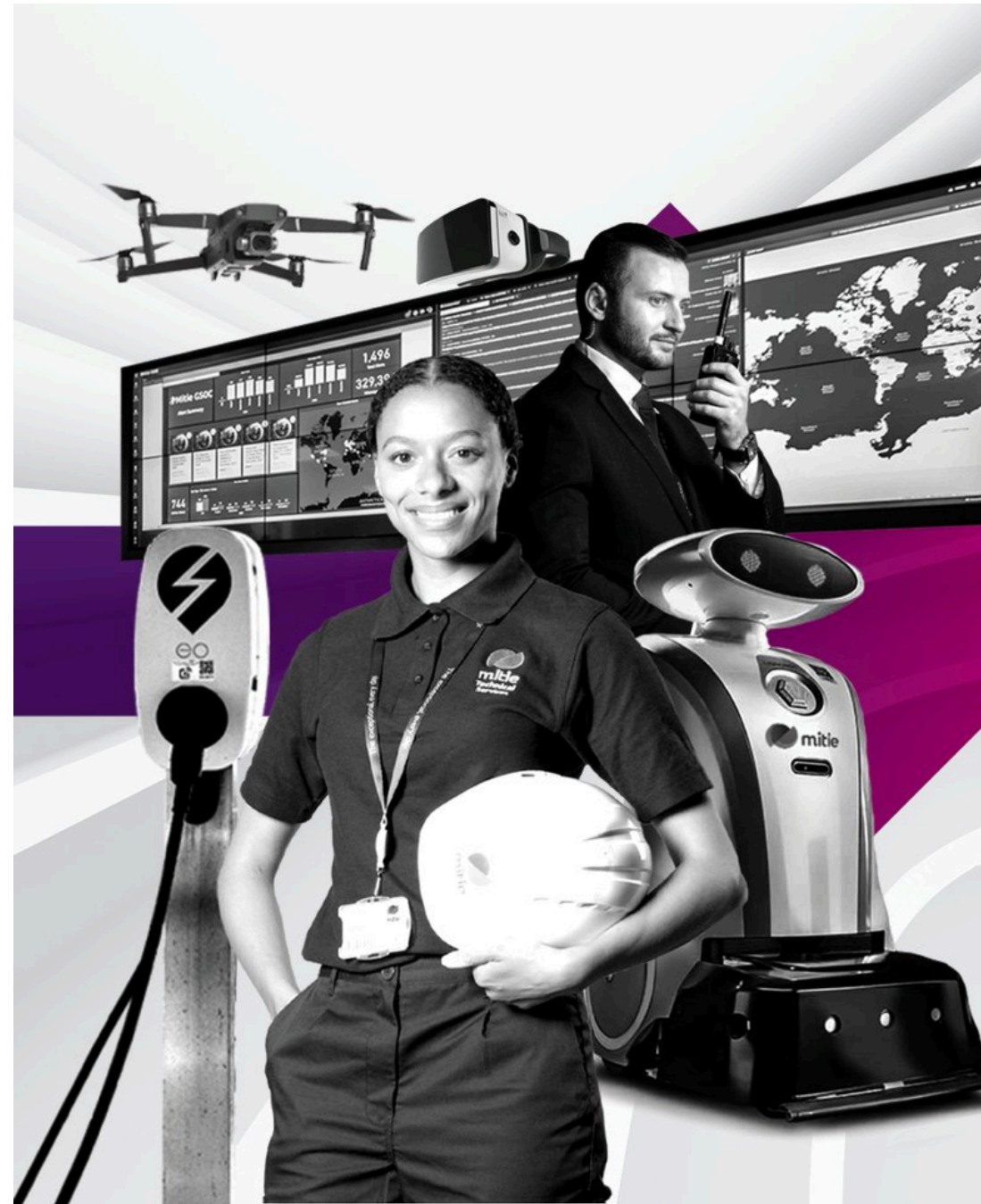


# Introducing the Science of Service® for Utilities

A well-managed, maintained and secured estate is integral to your role in powering our country. But this can be difficult to achieve with ageing infrastructure and disparate locations – that's why you need a dedicated facilities management partner.

Our unique approach combines the latest cutting-edge technologies with years of utilities experience to bring new efficiencies to your facilities management, maintain uptime and protect sensitive sites.

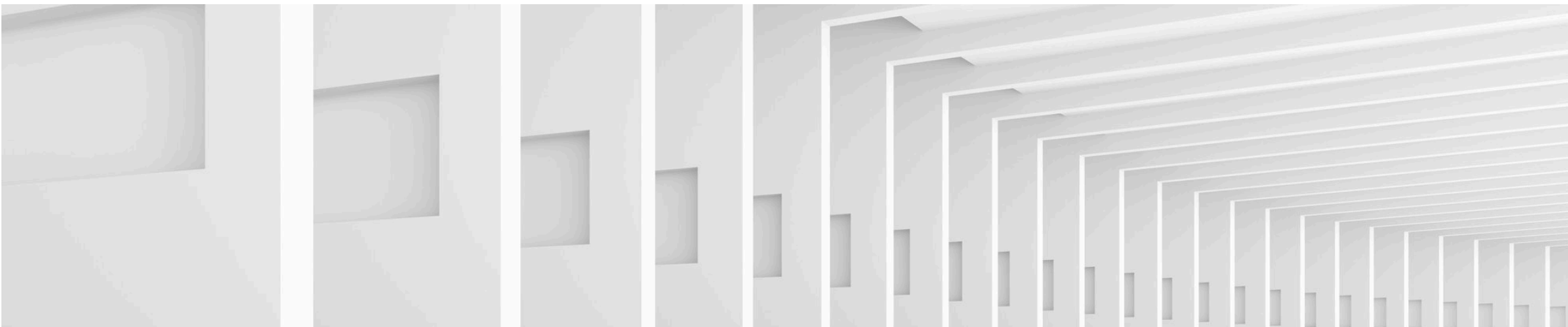
We call it the Science of Service®...



# What is the Science of Service®?

From remote site monitoring to robot cleaners and tech-driven decarbonisation solutions, we use the latest innovations to provide facilities management services that deliver a real advantage – all executed by highly-trained colleagues with vast industry experience.

And with Mitie, you get a full range of end-to-end services from a single point of contact. That means no more juggling contracts. Just integrated and complementary best-in-class services provided by a single partner that acts as part of your team.



# Contents





# Six ways we can help

We work alongside some of the biggest utilities providers in the UK to make sure their sites continue to perform optimally and compliment their goals.

## We can help you:

1. Keep sites your sites running 24/7
2. Protect your entire estate
3. Add expertise to your workforce
4. Decarbonise your buildings, fleet and assets
5. Maintain clean, hygienic and welcoming environments
6. Keep your places and spaces accessible, no matter the weather conditions





WE CAN HELP YOU:

# I. Keep your sites running 24/7





WE CAN HELP YOU:

# I. Keep your sites running 24/7

Maintaining uptime is essential to your operations. And your operations are essential to the running of the country.

Our expert engineering services combine remote monitoring, cutting-edge technology and highly-trained engineers to provide a proactive approach to maintenance – so you can minimise interruptions and drive optimal performance.

This demand-led approach is proven to simplify the management of ageing assets and make budgets go further. But how exactly does it work?





24/7 remote monitoring from our Technical Service Operations Centre will help you identify and tackle problems before they arise. Our operations colleagues have a direct link to our experts in the field, who make up the largest mobile engineering workforce in the UK. And these experts are supported by live video and image feeds that help them carry out even the most complex repairs.

With eyes on your infrastructure at all times, and the rapid response of our teams, you can effortlessly maintain the quality and performance of your sites.

## Learn how a digital-first approach is reshaping facilities management

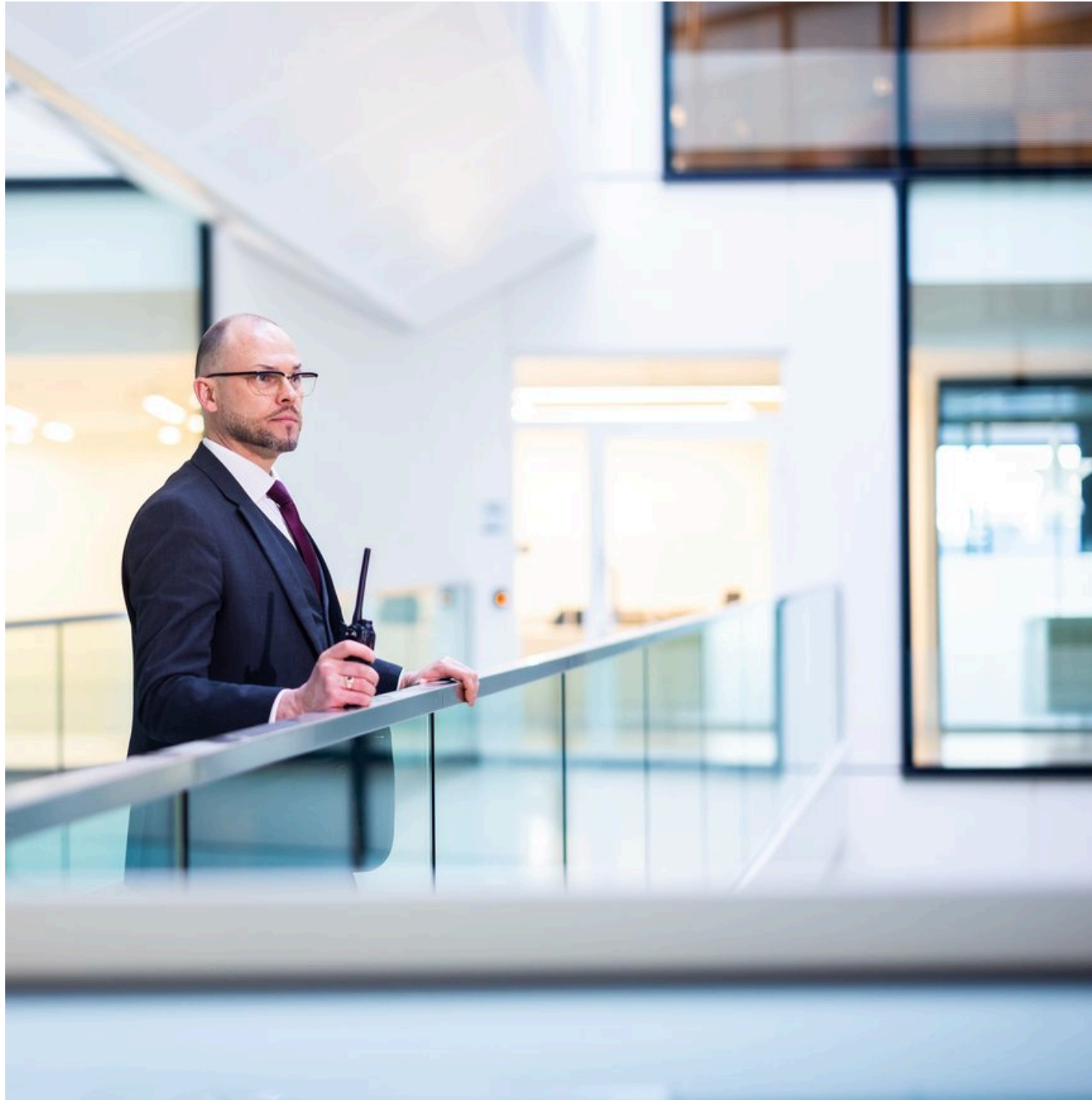
Do leaders have the right technology and actionable data to support their digital-first ambitions? Are we collecting the right data and making the most of what we have? And what will it all mean for facilities managers in the future?

[Explore these questions](#)



WE CAN HELP YOU:

## **2. Protect your entire estate**





WE CAN HELP YOU:

## 2. Protect your entire estate

When you provide an essential service, protecting your sites from security threats must be a priority.

With a combination of the latest security technologies, remote monitoring and alarm services, and 20,000 highly-trained personnel, we can help you protect everything from your primary sites to your most remote outposts.

In addition, Mitie's dedicated specialist intelligence hub can help you identify emerging threats and stay ahead of any developments that may affect operations.

Let's look at some numbers...



On top of the **36 million people-hours** and **5,800** intelligence alerts that contribute to protecting our clients every year, Mitie maintains over **73,000** fire and security systems.

Our full fire and security services include...

- Security personnel
- Fire and security systems and access control
- Remote monitoring and alarm receiving
- Intelligence and threat analysis services
- Risk assessment and management
- Vetting services
- Front of house services
- Security training and development
- Perimeter fencing



Learn how our intelligence services can help you plan a robust security strategy.



WE CAN HELP YOU:

### **3. Add expertise to your workforce**



WE CAN HELP YOU:

## 3. Add expertise to your workforce

Recruitment can be a challenge at the best of times, and even more so when you require specialists in certain roles.

Mitie provides utilities organisations with highly-trained, fully-accredited and vetted personnel who can instantly embed themselves as part of your team – whether you need cleaners and engineers or people qualified to work in sensitive environments.

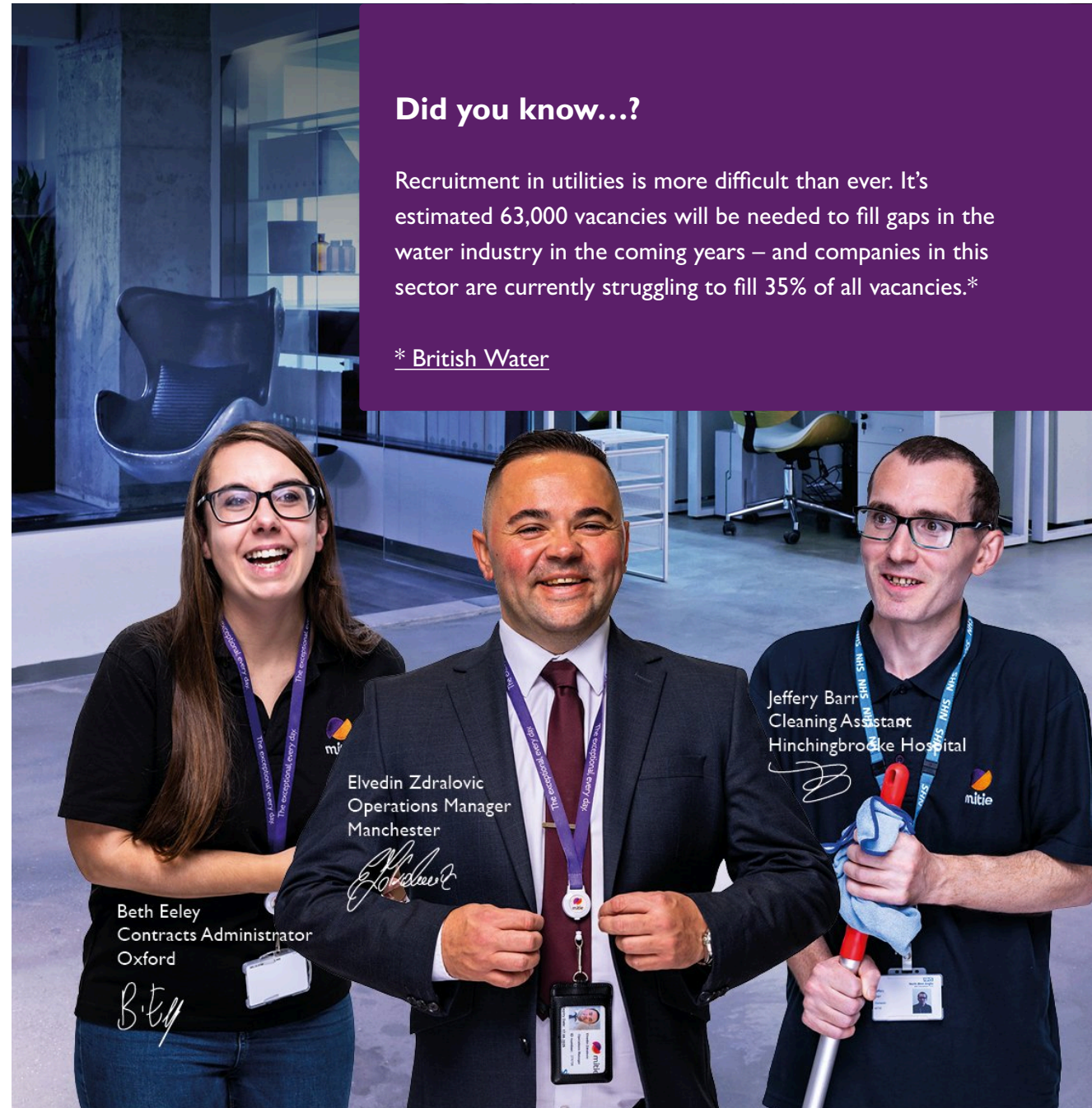
As with everything we do, these colleagues are supported by the latest technologies to ensure performance and productivity.

But it's not just about bringing our expertise to your operations. We can also train your existing staff in line with the latest best practices and regulations to help them progress their careers and fill vital roles.

### Did you know...?

Recruitment in utilities is more difficult than ever. It's estimated 63,000 vacancies will be needed to fill gaps in the water industry in the coming years – and companies in this sector are currently struggling to fill 35% of all vacancies.\*

\* British Water





WE CAN HELP YOU:

## **4. Decarbonise your buildings, fleet and assets**





WE CAN HELP YOU:

## 4. Decarbonise your buildings, fleet and assets

Ensuring sustainability with ageing assets can be a huge challenge. As a UK leader in decarbonisation, we have everything you need to help monitor and reduce emissions, minimise waste, produce your own clean energy and develop a robust net zero strategy.

Whether you're looking to install solar panels, transition to an EV fleet or just identify your biggest carbon hotspots, our renewable energy experts, technology and sustainable products can help you at every stage of your journey.

### Discover Emissions Intelligence built for net zero

Learn how you can benchmark, report and reduce your carbon emissions more accurately and efficiently. Our experts will help you turn your data into a meaningful decarbonisation strategy to accelerate your net zero ambitions.

[Discover more](#)





## If you want to...

## We'll help you...

Secure your energy supply

- Select, fund and install renewable energy sources, such as solar panels
- Establish a connection to the national grid

Decarbonise your buildings

- Upgrade your building management system
- Identify your biggest areas of energy usage
- Install more efficient heating, lighting, windows and more

Decarbonise your fleet

- Find the right electric vehicles (EVs)
- Install charging infrastructure
- Operate and maintain an EV fleet

Increase biodiversity on site

- Prioritise native species, wildlife and other biodiversity-encouraging measures in your landscaping

Reduce waste

- Implement new waste management procedures
- Prioritise recycling

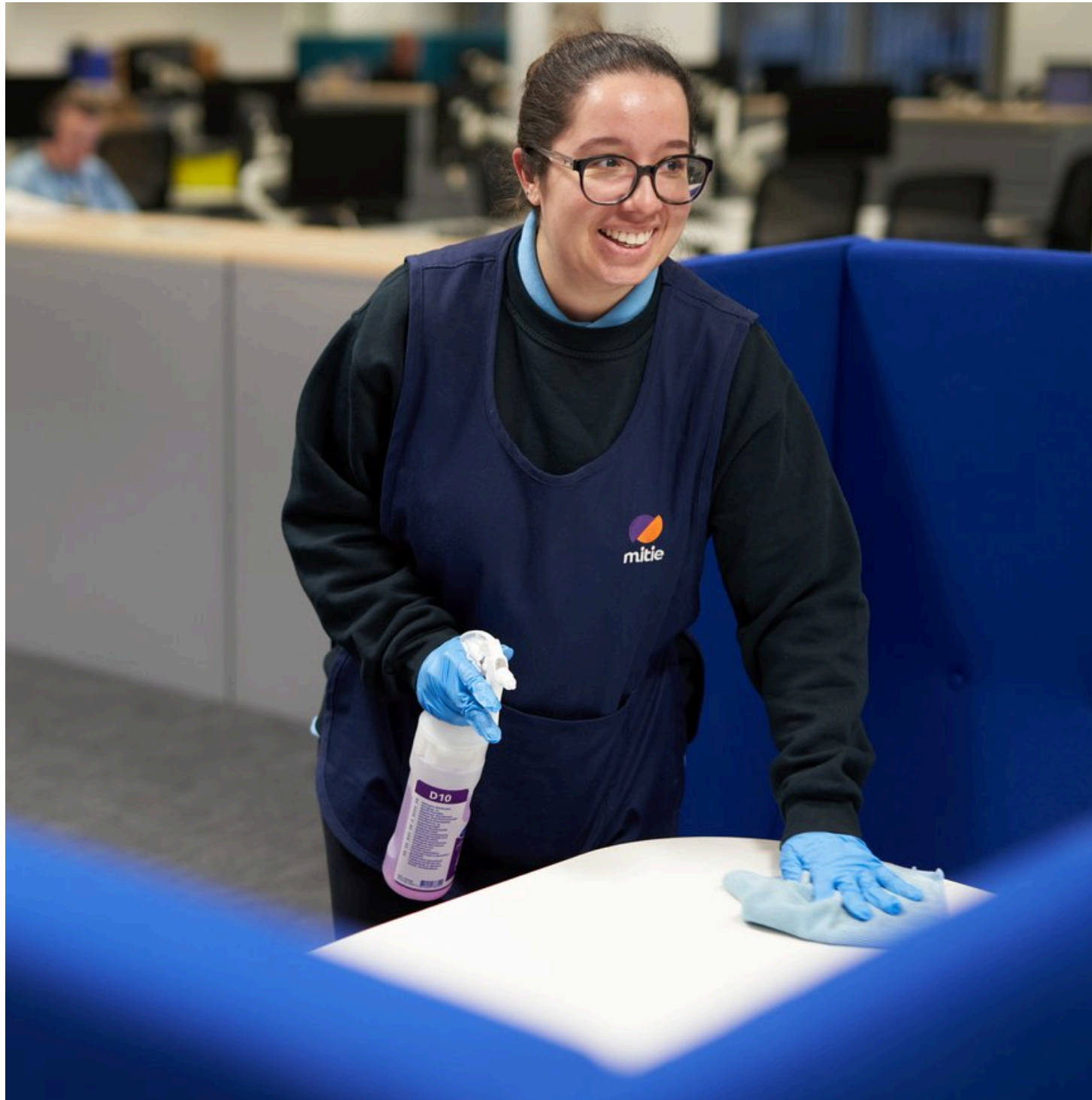
Measure your carbon reduction

- Collect, analyse and report on carbon emissions data
- Fulfil statutory requirements



WE CAN HELP YOU:

## **5. Maintain clean, hygienic and welcoming environments**





WE CAN HELP YOU:

## 5. Maintain clean, hygienic and welcoming environments

As one of the country's largest specialist cleaning providers, we're dedicated to exploring the best ways to keep environments of all kinds clean, safe and hygienic.

The work of our 25,000+ cleaning colleagues is augmented by cutting-edge robotics, cleaning technologies and non-toxic chemicals, all tested in our very own Cleaning and Hygiene Centre of Excellence.

In addition, our demand-led approach to cleaning incorporates sensor technologies to make sure the services we provide are as efficient and effective as possible – reducing duplicated effort and saving money and time.



Learn all about  
our **Cleaning and  
Hygiene Centre of  
Excellence**

[Glimpse the future of clean  
and hygienic environments.](#)

Mitie can help you enhance your cleaning routines with the latest innovations:

- **Automated robotic cleaners** which include scrubber driers, vacuum cleaners, mops and sweepers.
- **Sensors** to remotely monitor the use of consumables such as hand sanitiser, paper towels and soap – and alert the team when they need replenishing.
- **Ultraviolet (UV) disinfection**, a chemical-free technology that helps eradicate airborne and surface contaminants, including bacteria, viruses, fungi and mould.
- **Handheld devices** that notify the nearest cleaning operative to relevant tasks, for the most efficient use of resources.
- **Merlin Connect, our cleaning intelligence platform**, which combines live data with longer-term trend analysis so you're confident that your facilities are up to standard – and can demonstrate it, too.



### Did you know...?

The Mitie team completes 17 million hours of cleaning tasks every year.



WE CAN HELP YOU:

**6. Keep your  
places and  
spaces  
accessible, no  
matter the  
weather  
conditions**





WE CAN HELP YOU:

## 6. Keep your places and spaces accessible, no matter the weather conditions

When the winter months close in, ensuring your sites remain safe and accessible is an important part of maintaining operations and fulfilling your duty of care to colleagues and visitors.

Our specialist winter services are supported by our award-winning contact centre. We use real-time weather intelligence to predict and mitigate weather-related issues, as well as state-of-the-art gritters that calculate the exact amount of salt needed to minimise waste. That's why we're the UK's foremost supplier of winter gritting services.

All of this means you can...

- Keep sites accessible year-round across the entire country.
- React quickly to unexpected weather events with local teams on standby 24/7.





### We're ready to help

If you're looking for any or all of these services from a dedicated facilities partner, we have the experience, expertise and technology to help you achieve your goals. To talk to us about your needs, ambitions or upcoming projects, [get in touch](#) with one of our experts by submitting your details.

Get in touch