



# Protect and maintain critical environments with end-to-end services

Discover how our integrated offering and unique Science of Service® methodology protects and maintains our country's infrastructure.



# From operations and security to engineering and maintenance...

Whether you manage a power plant, data centre or laboratory, we provide a full range of end-to-end services to support critical infrastructures. Our offering ranges from industry-leading cleaning and security services to workforce management and predictive maintenance.

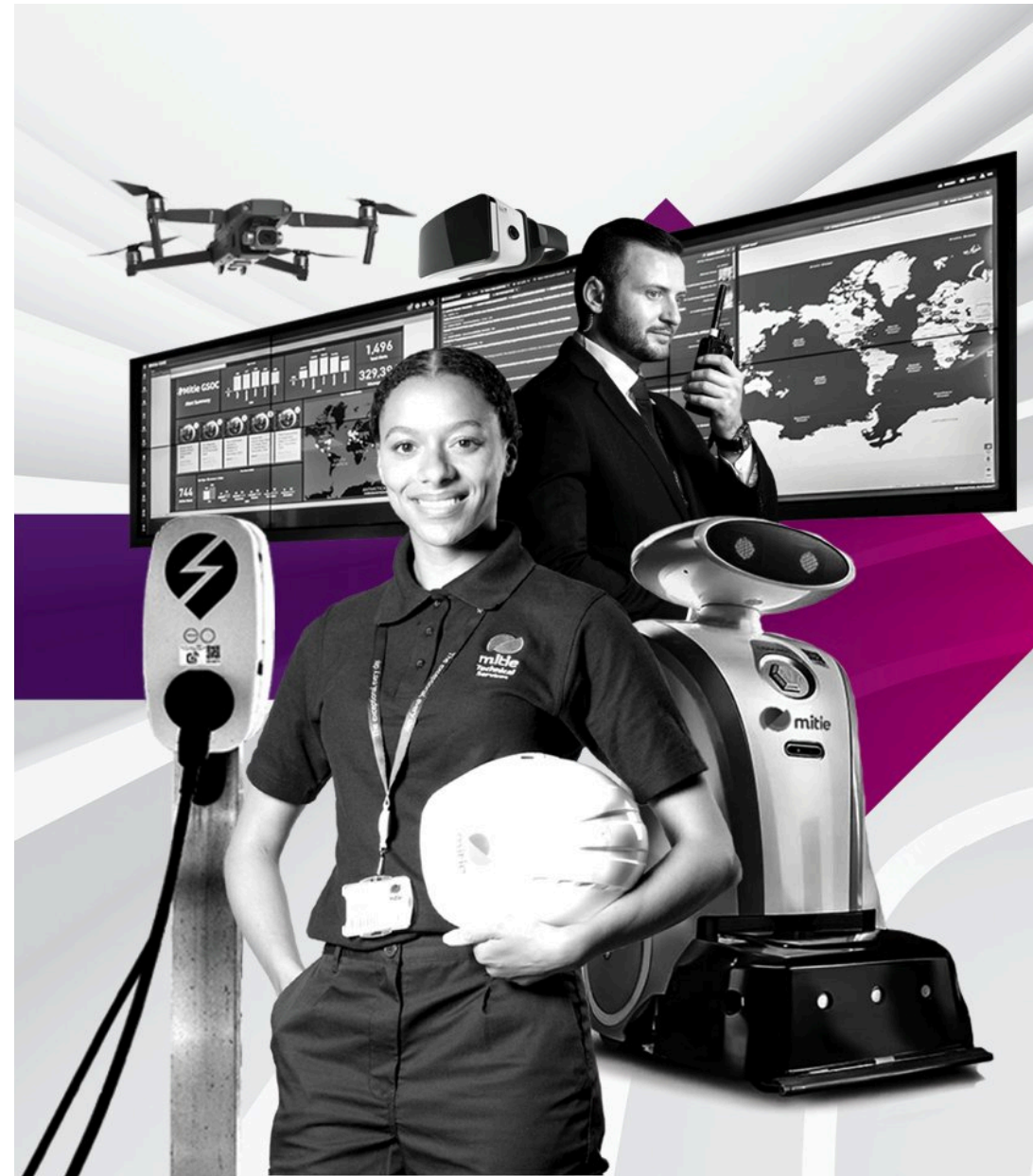


# Introducing the Science of Service® for critical environments

We provide a single point of contact for everything you need to keep your critical environments safe and operational.

Our services are delivered by highly-trained, fully-vetted staff with extensive experience working in sensitive environments. But our colleagues are just part of the picture. Their work is supported by the latest technologies to bring new levels of efficiency to the services we deliver.

We call this the Science of Service®...



Our Science of Service<sup>®</sup> methodology powers a range of end-to-end services, like demand-led maintenance, robotic cleaning and remote site monitoring.

We'll help you create clean and safe environments, secure sites, improve operations, implement emergency response measures or decarbonise your estate. Whatever you need, we have the technology and expertise to help you meet your obligations, stay compliant and continue to deliver the services the UK depends upon.





# Contents



# Six ways we can help

We work in critical environments across the UK, providing the end-to-end services that support vital infrastructure.

## We can help you:

1. Find new efficiencies in an integrated service offering
2. Protect your critical environments
3. Establish on-site emergency response services
4. Prioritise uptime with proactive maintenance
5. Decarbonise your estate
6. Keep your critical spaces clean and hygienic





WE CAN HELP YOU:

# **I. Find new efficiencies in an integrated service offering**



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# I. Find new efficiencies in an integrated service offering

Having a single partner for everything from security services to nuclear power plant waste management can unlock huge benefits.

At Mitie, we work with you to understand your culture and strategic objectives, and our dedicated teams will come to know your sites inside out. With a single point of contact for everything you need and teams that coordinate closely across services, you can reduce complexity, make budgets go further and focus on your top-level goals. We take care of everything else.





WE CAN HELP YOU:

## **2. Protect your critical environments**



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## 2. Protect your critical environments

Whether it's a power station or a data centre, the security of your site is a top priority – which is why you want it to be managed by experts in the field using the very latest technologies.

Our diverse teams are made up of thousands of expertly-trained, fully-accredited and security-cleared personnel. Our services cover everything from vehicle checks and manned guarding to risk assessments, remote monitoring and intelligence services.

That's why our security services are used to protect some of the UK's most sensitive sites, like [Sellafield](#).

### Our key services include:

- Intelligence and threat analysis
- Remote monitoring and alerts
- Intelligence-led security personnel
- Security systems and access control
- Perimeter fencing





WE CAN HELP YOU:

### **3. Establish on-site emergency response services**



WE CAN HELP YOU:

### 3. Establish on-site emergency response services

The speed with which you respond to emergency incidents – whether it's a fire, a waste spill or rescue operation – can be the difference between business as usual and devastating consequences.

At Mitie, we have dedicated teams that specialise in emergency response, all with accredited training from the requisite industry bodies and vast experience working in sensitive settings. These experts integrate seamlessly with your own to protect your people, assets and environments from potentially damaging incidents.





## Our emergency response services include:

- First strike fire response
- Environmental spills
- Incipient firefighting
- Emergency pumping
- Collaboration with local authority emergency services
- Flooding control
- Medical and accident response
- Toxic release first strike
- Criticality response (for nuclear sites)
- Environmental incidents first response
- Adverse weather & flood patrols
- Rescue from height
- Confined space rescue
- Lift rescue
- 24/7 emergency control centre cover
- Hot work risk assessment (HWRA)
- Extinguisher, dry riser and hydrant servicing
- Fire alarm and emergency lights checks



WE CAN HELP YOU:

## 4. Prioritise uptime with proactive maintenance





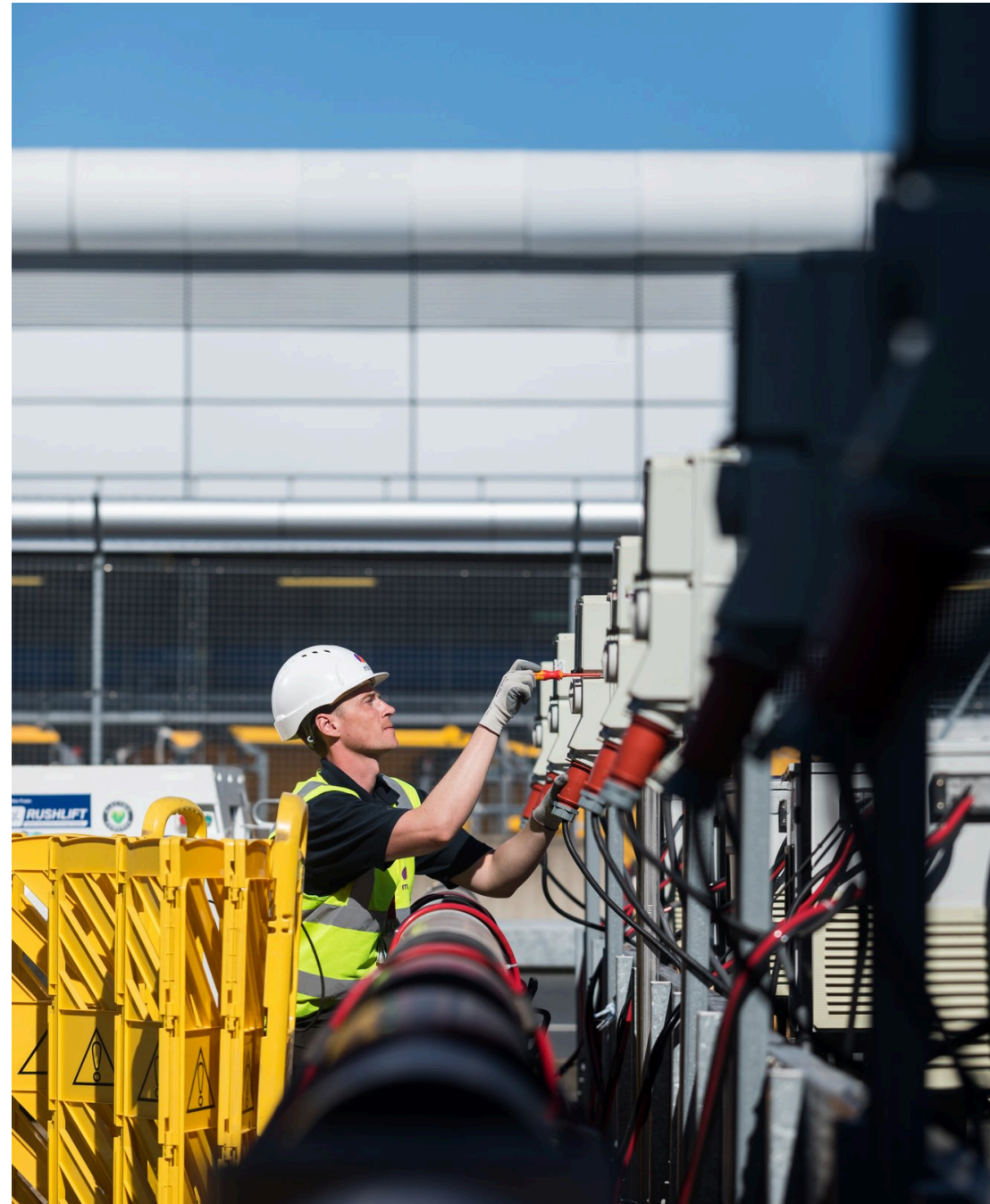
WE CAN HELP YOU:

## 4. Prioritise uptime with proactive maintenance

When you provide services that are critical to the running of the country, it's important to make sure unexpected issues don't disrupt operations.

At Mitie, our engineers are highly-qualified, vetted and security cleared with extensive knowledge of both complex core systems and sensitive environments. They can help you manage ageing assets and keep systems online – and the technology that supports them provides a significant advantage too.

With capabilities like remote monitoring and predictive maintenance driven by real-time data, you can make sure the infrastructure you depend upon remains fully operational when it matters most.



WE CAN HELP YOU:

## 5. Decarbonise your estate





WE CAN HELP YOU:

## 5. Decarbonise your estate

The pressure to reach net zero and reduce energy costs is very real, and the measures we implement now will make all the difference tomorrow.

At Mitie, we have decades of experience monitoring data from the UK's critical environments to identify areas for improvement, reduce emissions, lower costs and increase energy efficiency.

Our work covers a wide range of projects, from installing more energy efficient lighting to equipping power stations with solar panels. Every project contributes to creating more sustainable operating environments for our clients.

Here's how we do it...



## 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:

## 6. Keep your critical spaces clean and hygienic



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## 6. Keep your critical spaces clean and hygienic

We understand that sensitive environments demand a specialist approach to cleaning. At Mitie, we cater to a wide range of cleanroom environments, from ISO 1 to 9 according to the ISO 14644-1 ranking system.

Delivered by fully-vetted, security-cleared cleaning experts, our cleanroom services implement special measures to reduce particle contamination and ensure control over factors such as humidity, temperature and pressure.

What's more, the technology they use to support their work is rigorously tested in our very own [Cleaning and Hygiene Centre of Excellence](#) – so the standards you require are not only met, but exceeded.

Take a closer look at our tech...





**As the largest cleaning provider in the UK, we manage daily office cleans to immediate biohazard removal, and anything in between.**

Enhance your cleaning routines with:

- **Ultraviolet (UV) disinfection**, a chemical-free technology that helps eradicate airborne and surface contaminants, including bacteria, viruses, fungi and mould.
- **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 to be replenished.
- **Merlin Connect, a central data platform** that drives service improvements through data. By recording all cleaning activities, you can create efficiencies based on the information collected and can be confident that your facilities are up to standard – with the evidence to support it.
- **Handheld devices** that allocate tasks to the nearest cleaning operative for the most efficient use of resources.

### Did you know...?

- The work of our **25,000+ cleaning colleagues** across Mitie is supported by cutting-edge robotics, cleaning technologies and non-toxic chemicals
- Across our business, the Mitie team completes **17 million hours** of cleaning tasks annually



### We're ready to help

The needs of every critical environment are different, which is why we provide a bespoke and flexible service offering designed to meet *your* specific requirements. If you'd like to talk to us about your needs, **get in touch** with one of our experts by filling out the form. We'll get right back to you.

Get in touch