

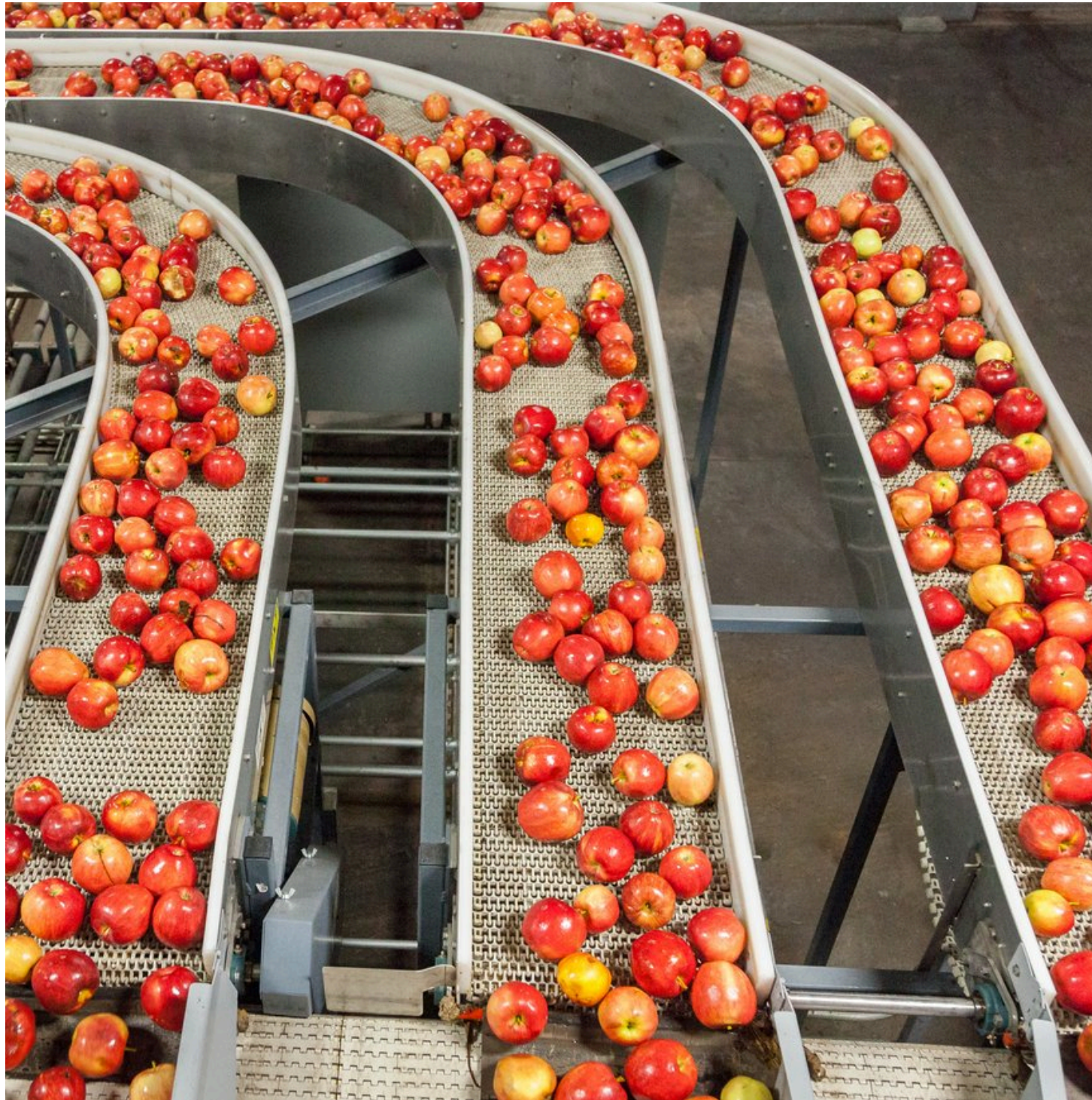
# Supporting manufacturing with end-to-end services

Discover how our integrated offering and unique Science of Service® methodology helps the UK's manufacturers reduce costs, meet regulations and improve safety and efficiency.



# Discover tech-driven manufacturing

Whether you work in automotive, healthcare, defence, aerospace, food production or another industry, we provide technology, project management, engineering and soft services to help you thrive.



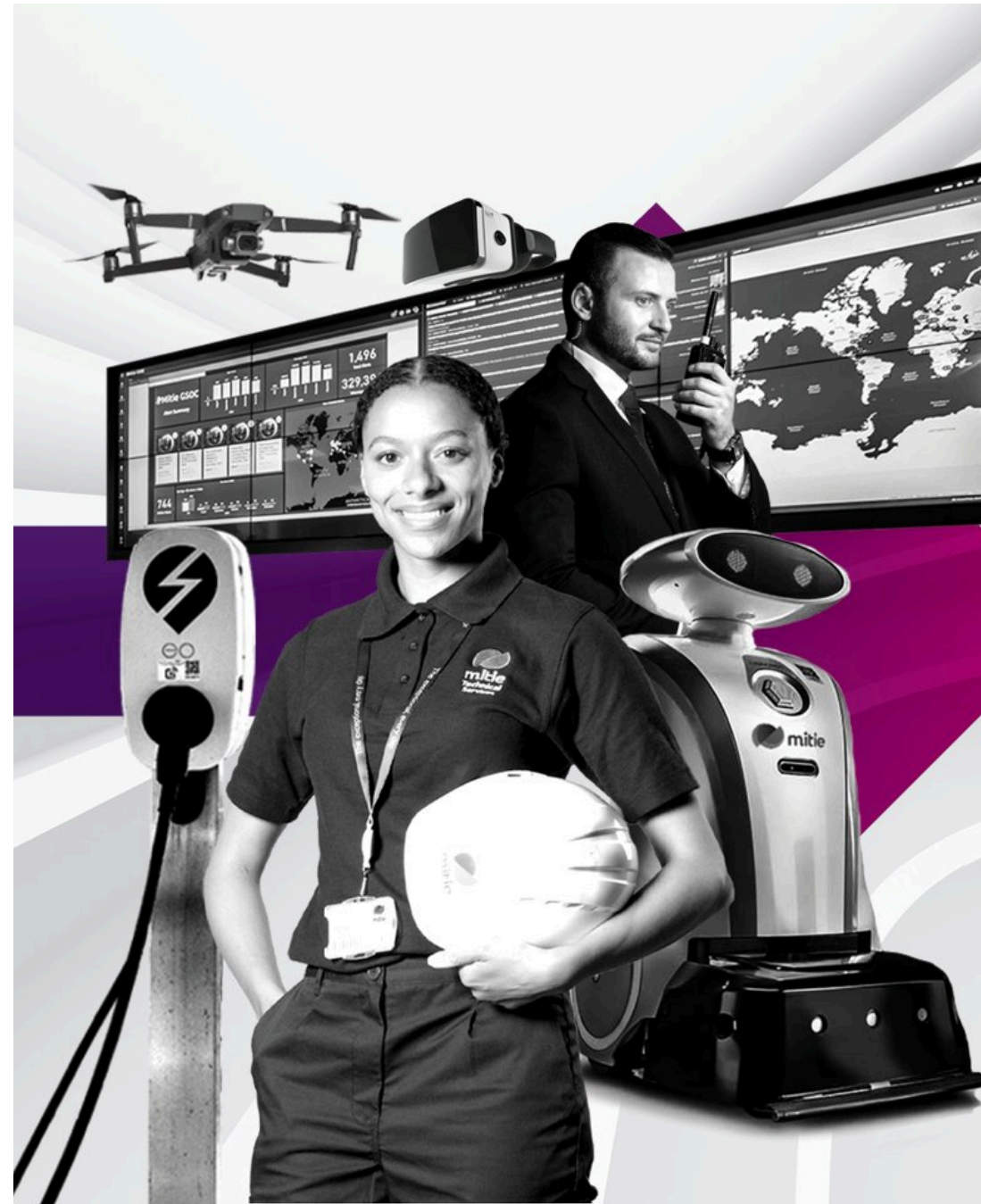


# Introducing the Science of Service® for manufacturing

For your manufacturing sites to perform optimally you need to have every box ticked, from the cleanliness and safety of your sites to the lean methodologies that deliver the most efficient practices.

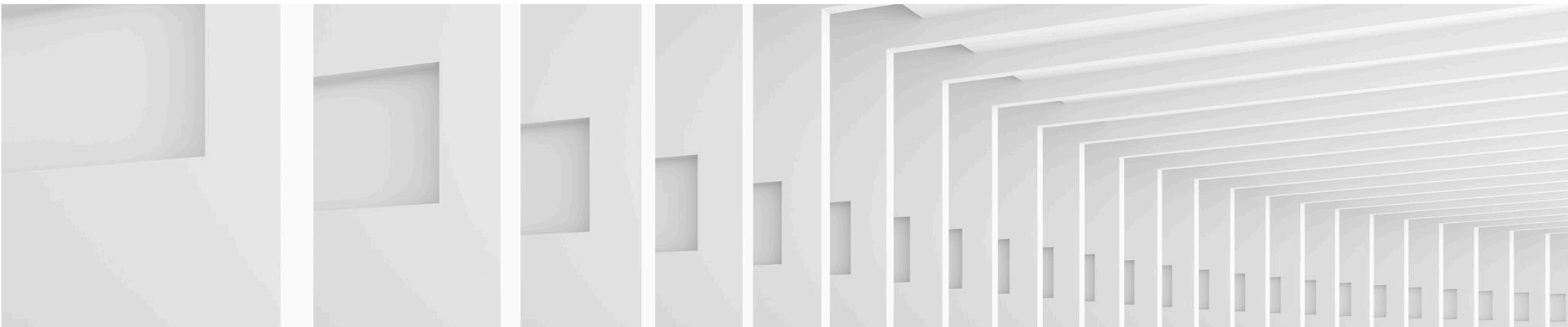
At Mitie, we use the latest technologies to augment our human expertise, providing state-of-the-art services to bring your manufacturing operations into the modern age.

We call it the Science of Service®...



Our Science of Service® methodology works end-to-end, delivering everything from data-driven robotic cleaning to project management and large-scale engineering.

Whether you're looking to reduce costs, decarbonise operations, improve safety or drive greater productivity, we have the technology, expertise and proven experience you need to succeed.



# Contents





# Six ways we can help

We're a trusted partner to the UK's leading manufacturers, providing vital services to the biggest names in many industries.

## We can help you:

1. Decarbonise your plants
2. Drive continuous operational improvement
3. Upskill and bolster your workforce with highly-trained personnel
4. Maintain clean and productive environments
5. Seamlessly execute complex projects
6. Get everything you need, all in one place



WE CAN HELP YOU:

# **I. Decarbonise your plants**





WE CAN HELP YOU:

# I. Decarbonise your plants

The global race to net zero has never been more important, and manufacturing has a huge role to play in getting there. In fact, it's estimated that the UK's manufacturing industry accounts for around 12% of its overall greenhouse gas emissions ([Towards Net Zero in Manufacturing, HSBC, 2021](#)).

At Mitie, we have decades of experience helping organisations monitor their carbon outputs, implement the latest technologies to reduce them and then drive continuous improvement. The result is lower costs and a smaller carbon footprint.

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:

## **2. Drive continuous operational improvement**





WE CAN HELP YOU:

## 2. Drive continuous operational improvement

The productivity of your manufacturing plant is always the main priority. If you're constantly striving to do more with less, add new efficiencies and bring cost savings to operations, we understand your struggle – and the approaches that can help you achieve your goals.

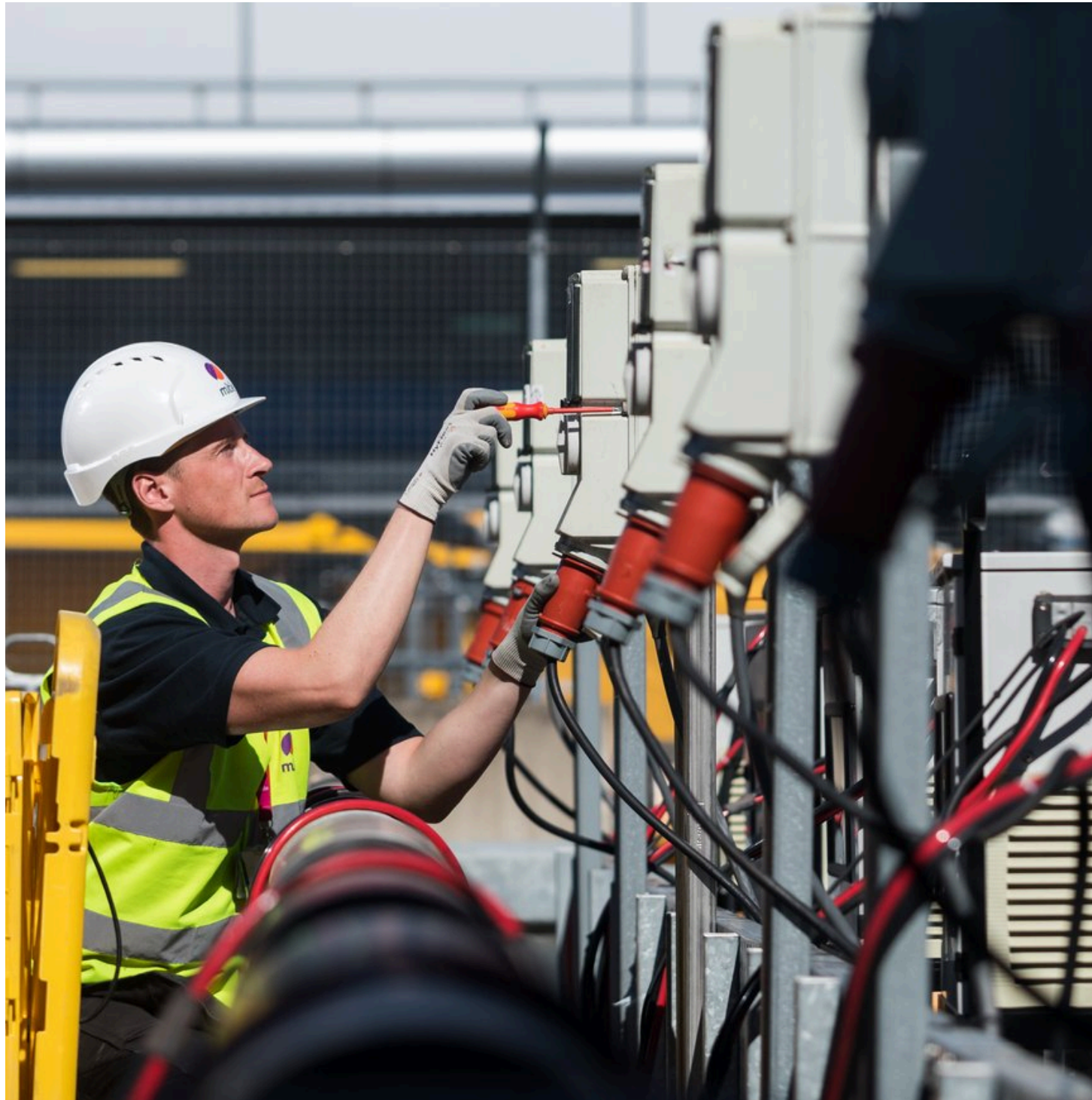
Our experts regularly incorporate Six Sigma and Kaizen methodologies into their work with clients to drive continuous improvement and create circular economies that solve problems, reduce costs and add value. It's part of the reason we're a trusted partner to some of the biggest manufacturers in every industry.





WE CAN HELP YOU:

### **3. Upskill and bolster your workforce with highly-trained personnel**





WE CAN HELP YOU:

### 3. Upskill and bolster your workforce with highly-trained personnel

With a scarcity of qualified applicants and an ageing workforce, finding the people needed to keep things moving and maintain standards can be difficult.

At Mitie, we have highly-trained experts, who can either become full-time members of your team or simply provide support during peak periods of production. They include engineers, energy management experts, security personnel and cleaners, each of whom will embed themselves in your corporate culture so they align seamlessly with your standards.

What's more, our colleagues are fully accredited to work in some of the most sensitive environments, so if whether your work is in automotive manufacturing or national defence, we can provide the same level of service.

**Our highly-trained, fully-vetted colleagues can help you with:**

- Security staff
- Site maintenance and engineering experts
- Cleaning professionals
- Energy management and decarbonisation experts
- Project management experts
- Production support workers





WE CAN HELP YOU:

## **4. Maintain clean and productive environments**





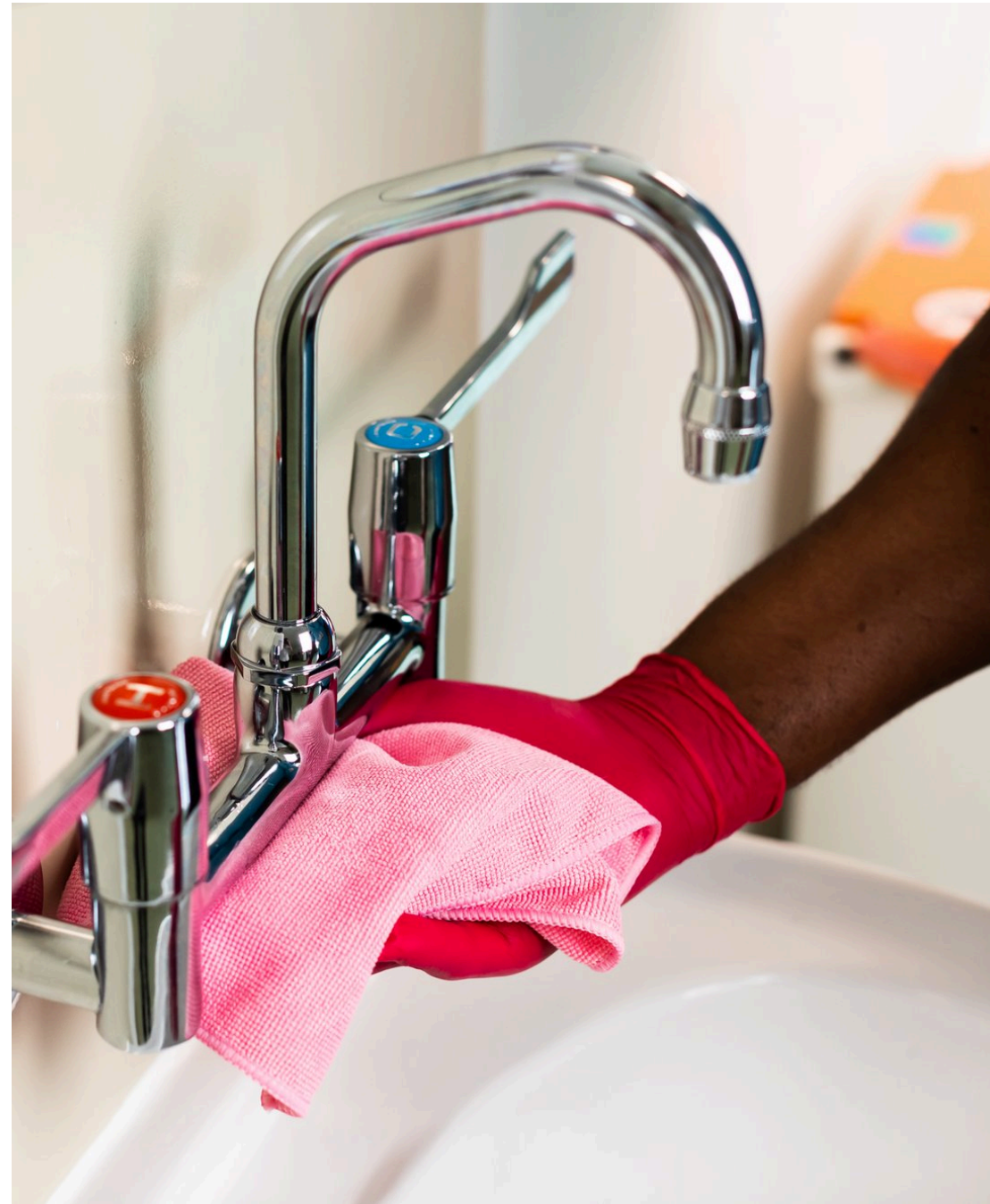
WE CAN HELP YOU:

## 4. Maintain clean and productive environments

Creating an environment that's hygienic, pleasant and encourages productivity can have a huge impact on your overall performance. In fact, the quality of your people's work is often directly linked to the cleanliness and safety of your site.

At Mitie, we are dedicated to exploring the latest technologies – like robotic cleaners and chemical free products – at our [Cleaning and Hygiene Centre of Excellence](#). This makes sure we provide the best level of service to our clients. We also use our own data-driven software to carry out demand-led cleaning, bringing new levels of efficiency and savings to the work we carry out.

Take a closer look...





## Enhance your cleaning routines with:

- **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 allocate tasks to the nearest cleaning operative for the most efficient use of resources
- **A central data platform** that records all cleaning activities so you're confident that your facilities are up to standard – and can demonstrate it, too

## But it's not just about cleaning...

The attractiveness of your grounds also has an impact on the wellbeing, enjoyment and performance of your people.

That's why we offer bespoke landscaping, grounds management and winter services. These make sure your spaces remain attractive, welcoming and safe - even during those difficult winter months.

Depending on your site, we can provide everything from grass cutting and hedge trimming to living walls and indoor tropical plants.

## Did you know...?

- We employ over **25,000 highly-trained, BICSc-accredited** cleaning operatives across the UK
- The Mitie team completes **17 million hours** of cleaning tasks annually



WE CAN HELP YOU:

## **5. Seamlessly execute complex projects**





WE CAN HELP YOU:

## 5. Seamlessly execute complex projects

Achieving your long-term ambitions requires constant improvements to your site, be it plant extensions, office overhauls, or upgrades to the infrastructure that keeps you operational.

Managing these projects can be both complex and time consuming – unless you have a dedicated expert on your side.

At Mitie, we have years of proven experience delivering complex projects – from office refurbishments to factory extensions and decommissioning – within strict timeframes and budgets.

You can take a look at some of our work [here](#).



WE CAN HELP YOU:

## **6. Get everything you need from a single partner**





WE CAN HELP YOU:

## 6. Get everything you need from a single partner

There's a reason why we're a trusted partner to so many of the UK's leading manufacturers. We pride ourselves on the quality of our services. We also know there's a significant advantage to getting everything you need in an end-to-end service, from cleaning and security to project management and landscaping.

One point of contact. Exceptional work. Zero complexity.

This integrated approach has helped some of our clients replace over 100 individual suppliers - each with their own contracts and complexities. These were swapped for just one supplier... us.



### We're ready to help

The needs of every manufacturer are different, which is why we provide a bespoke and flexible service designed to meet *your* requirements. If you'd like to talk to us about your needs, ambitions or upcoming projects, **get in touch** with one of our experts.

Get in touch