

# Engineering Maintenance



Optimising asset performance and maximising productivity



## Growth drivers

- Growing demand for enhanced building performance and energy efficiency
- Greater emphasis on workplace health and safety
- Refurbishment and replacement of ageing buildings
- Digitalisation, smart buildings and predictive maintenance
- AI-enabled technology engineering platforms
- Growing demand for data-driven decision-making

## What sets us apart

### Scale and capability

We have the largest national mobile engineering workforce and self-delivery engineering capability in the UK. We manage buildings and critical assets through over 300 contracts, including for the Ministry of Defence in both UK and overseas locations.

### Technology

We create 'intelligent buildings' through sensor technology, remote monitoring and predictive maintenance for connected assets.

This enables us to turn big data into insights, transforming facilities, reducing asset downtime and saving energy and money for our customers.

Our Maximo systems have been upgraded to MAS 9.1, enabling AI capabilities to be embedded into our core engineering processes.

### People

We are one of the UK's largest employers of trained and multi-skilled engineering professionals. We attract and retain the best talent with expertise in all core asset classes and from across multiple industries.

## Operational highlights

- 3,235 engineers, of which 450 are locally based mobile engineers across the country
- 2m assets maintained for customers
- 2.35m planned maintenance visits per year
- 47GWh reduction in customers' energy consumption, saving over £9m (10%)

### Our position

**#1** in UK

The leading provider of technology-led engineering maintenance services

### Market size

**£10.2bn**

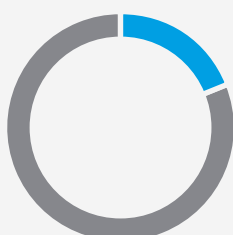
### Mitie market share

**c.19%**

### Projected market growth

**4% p.a.**

### UK engineering market



- Mitie
- Competitors

### Top customer segments

- Defence
- Healthcare
- Finance & Professional Services
- Education
- Retail

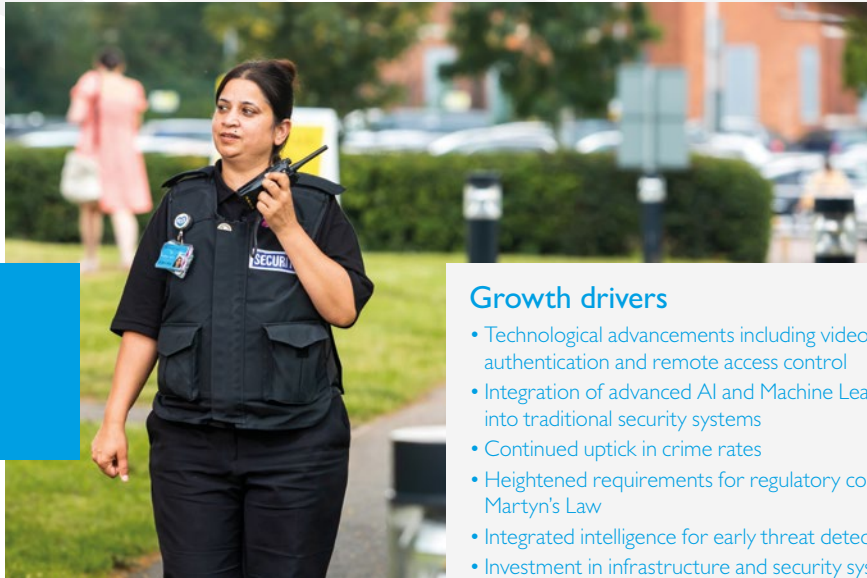
Market data sources: Frost & Sullivan 2025

OUR KEY PILLARS OF GROWTH **FACILITIES MANAGEMENT**

# Security



**Protecting people, property and assets**



### Growth drivers

- Technological advancements including video analytics, biometric authentication and remote access control
- Integration of advanced AI and Machine Learning (ML) technologies into traditional security systems
- Continued uptick in crime rates
- Heightened requirements for regulatory compliance, including Martyn's Law
- Integrated intelligence for early threat detection
- Investment in infrastructure and security systems to create safer, more connected communities

### What sets us apart

#### Intelligence

By harnessing data-driven insights and staying ahead of emerging threats, we proactively identify risks and implement effective solutions. Our intelligence-led approach ensures we do not merely react to incidents, but anticipate and prevent them wherever possible.

#### Technology

By integrating advanced systems, including real-time monitoring, analytics and automation, into our operations through our Intelligence Security Operations Centres (ISOC), we deliver innovative, tailored solutions to support

our customers' complex security needs and changing risk profiles. Our investment in cutting-edge technology and proprietary intelligence software, specifically Merlin 24/7 Protect, not only strengthens our security posture but also drives greater efficiency and value.

#### People

We attract the best people, including former police officers, military personnel and intelligence professionals with a deep understanding of operational intelligence. Through sustained investments in training, development and wellbeing, we uphold the highest standards of professionalism.

### Operational highlights

- 25,000+ security professionals
- 200 intelligence analysts and assurance professionals
- Two ISOCs (Northampton and Craigavon)
- 18 dedicated customer centres within ISOCs
- 121,000 lone workers protected
- 81,000 vehicles and assets tracked
- 33,000 CCTV and alarm systems monitored

#### Our position

**#1** in UK

Leading converged security services provider

#### Market size

**£8.8bn**

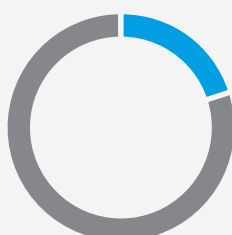
#### Mitie market share

**c.13%**

#### Projected market growth

**3% p.a.**

#### UK Security market



- Mitie
- Competitors

#### Top customer segments

- Retail
- Central Government
- Property Management
- Transport & Logistics
- Finance & Professional Services

Market data sources: Frost & Sullivan 2025; independent research commissioned by Mitie

# Hygiene



Creating healthier and more sustainable spaces

### Growth drivers

- Robotics, automated cleaning systems and remote monitoring
- Data-led, demand-led hygiene solutions
- Specialised solutions for hospitals, food services and construction sites
- Focus on environmentally sustainable cleaning products and practices
- Recognition of the link between cleanliness and productivity
- Advanced analytics delivering higher-quality hygiene at lower cost

### What sets us apart

#### Innovation

We leverage technology to deliver efficient and effective cleaning solutions. Investments in robotics, spill-detection computer vision and our Merlin Connect platform enable demand-led services that enhance quality, ensure compliance and boost productivity. By using smart sensors to tailor schedules, we elevate hygiene standards and deliver tangible cost savings for our customers.

#### Sustainability

We proactively adopt environmentally friendly practices, from using eco-certified products to reducing water and energy consumption.

Our teams are trained to minimise environmental impact while delivering outstanding results. At our Cleaning & Hygiene Centre of Excellence (CHCoE), we develop technology-led solutions, disinfection systems and antimicrobial protectants. This facility showcases our capabilities, experienced colleagues and dedication to innovation.

#### People

Our comprehensive training programmes ensure hygiene operatives are highly skilled, motivated and engaged. By investing in our workforce, we maintain high service standards and foster a culture of continuous improvement.

### Operational highlights

- 21,000+ highly trained colleagues
- CHCoE in Birmingham
- 40 NHS trusts supported
- 25m square feet of retail space cleaned every day
- 1,000+ cleaning robots
- UK's largest robotic cleaning fleet at Heathrow Airport

#### Our position

#1 in UK

The leading UK provider of hygiene services

#### Market size

£8.8bn

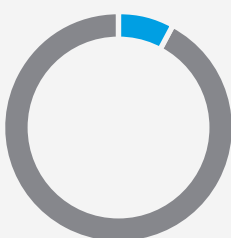
#### Mitie market share

c.8%

#### Projected market growth

2% p.a.

#### UK Hygiene market



- Mitie
- Competitors

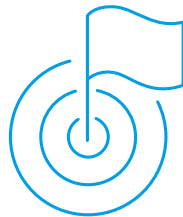
#### Top customer segments

- Retail
- Transport & Logistics
- Finance & Professional Services
- Manufacturing
- Healthcare

Market data sources: Frost & Sullivan 2025

## Enhancing estate performance at LSBU Group

London South Bank University Group (LSBU Group) faced challenges with facilities management services previously spread across eight providers. Mitie was tasked with creating a unified team under a single Integrated Facilities Management (IFM) contract. This involved transferring 300 colleagues and consolidating services including engineering maintenance, hygiene, portering, security, front-of-house, waste management and landscaping. Additionally, Mitie's energy team supported LSBU Group's application for funding under the Public Sector Decarbonisation Scheme, securing resources for decarbonisation projects. The partnership aims to support LSBU Group's mission to provide accessible, high-quality technical education through a safer, more efficient campus environment.



**100%**  
compliance  
achievement

A major outcome in the first year was the significant improvement in the compliance rate of statutory maintenance across the estate, rising from an average of 73% to an impressive 100%. Mitie's engineering team undertook upgrades and replacements to critical life safety equipment, delivering immediate cost savings for LSBU Group and enhancing safety. This achievement demonstrates the effectiveness of our unified approach in addressing previous gaps in statutory maintenance, ensuring the estate meets all regulatory requirements while improving overall operational safety standards for the university community.

**19,000+**  
reactive tasks  
completed

During the first year of the partnership, Mitie's teams completed 19,448 reactive tasks across the LSBU Group estate, highlighting the volume of urgent maintenance and service requests handled under the new IFM model. The data and insights provided from these tasks have helped inform LSBU Group's estate management strategy. Specifically, this information enabled the development of a lifecycle replacement budget for its buildings, allowing for more strategic long-term planning and resource allocation based on actual operational data gathered during the inaugural year of the contract.

**"From the initial bid process, Mitie demonstrated a deep understanding of LSBU Group's business requirements and provided tailored solutions that perfectly addressed our needs. They were incredibly responsive and communicative throughout the entire mobilisation process and the inaugural year, making it a smooth and efficient experience. We are already seeing significant improvements in compliance, planned maintenance and soft service delivery and we are confident that Mitie will be a valuable partner to LSBU Group into the future."**

**James Lee**  
LSBU Group, FM Lead and Group Security Lead

# Projects



Transforming estates, workplaces and customer experience

Accelerating the path to Net Zero

## Growth drivers

- Grid modernisation: smart grids, renewables, storage and EV charging infrastructure
- Decarbonisation of property portfolios to meet regulatory requirements and Net Zero targets
- Asset lifecycle upgrades to enhance building performance
- Data centre investment driven by cloud services expansion, AI adoption and rising digital infrastructure demand
- Investment in collaborative, commute-worthy workplaces
- Increasing building compliance and safety requirements

## What sets us apart

### Full asset lifecycle approach

We offer an unrivalled range of projects across all asset classes through the full cycle of consult, design, deliver and maintain. We solve big-picture challenges for our customers, from decarbonisation strategies to workplace programmes and building technology solutions.

### Technology and innovation

Our Projects Centre of Excellence drives innovation and improves productivity. It oversees operational standards and manages technologies, including design software, building information modelling, project management tools and building sensor technologies.

### Scale

We leverage our national scale and leadership to upsell projects work as we continue to grow our capabilities organically and through infill M&A.

## Operational highlights

- Projects Centre of Excellence
- 2,400+ highly skilled project managers
- 150+ consulting professionals
- 6,000+ projects delivered annually
- c.80% of revenue from core Mitie customers
- c.£300k typical project value
- 1-3 months – typical length of project

### Our position

Bringing together our capabilities across the Group, we are a leading UK projects business, serving both public and private sector customers

FY26 revenue

**£1.4bn**

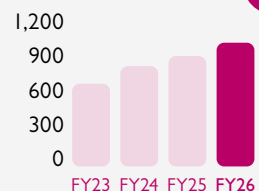
### Buildings infrastructure

Market size (including Data Centres)

**£23bn**

Mitie revenue (£m)

14% CAGR



- Mechanical & electrical services
- Heating, ventilation & air conditioning
- Building fabric
- Data centre principal contractor



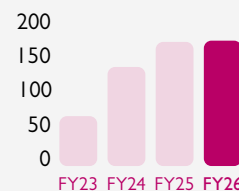
### Decarbonisation technologies

Investment required for UK to achieve Net Zero by 2050

**£1.4trn**

Mitie revenue (£m)

36% CAGR



- Power & grid connections
- Solar photovoltaics (PV)
- Battery storage
- Heat decarbonisation solutions
- EV charging infrastructure
- Consulting services



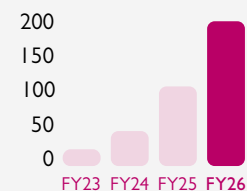
### Fire & Security capital projects

Market size

**£3bn**

Mitie revenue (£m)

178% CAGR



- Active fire
- Passive fire
- Security systems
- Data centre fire & security



Market data sources: ONS, OBR, independent research commissioned by Mitie

# Snapshot of our FY26 projects delivery



**Data centre principal contractor**  
 Mitie completed the engineering design and build of Ark's first data centre at Longcross Park and Kao Data's second data centre in Harlow. A third data centre for Kao Data, doubling capacity for AI workloads, is underway, with completion expected in 2027.



**UK transmission infrastructure**  
 Mitie delivered civil and engineering works for National Grid at the Didcot national storage facility and 10 substations, as well as essential earthing solutions for SSE and Scottish Power substations, strengthening the UK's transmission infrastructure.



**Urgent treatment centre**  
 Design, build and operational maintenance of a new modular facility at Cumberland Infirmary, together with associated civil engineering works. Delivery was carefully sequenced to ensure continuity of critical patient services throughout.



**Advanced manufacturing sites**  
 Mitie delivered works for Rolls-Royce's NEST Life Extension programme in Derby, extending the operational life of a significant test and assembly facility within a critical environment, requiring close collaboration to maintain business continuity.



**UK Armed Forces**  
 Mitie has partnered with the UK Armed Forces for over 30 years, delivering infrastructure projects, such as the airfield refurbishment at RAF Mount Pleasant (Falklands) and the installation of a new fuel facility at RAF Akrotiri (Cyprus).



**Solar carport**  
 Mitie and Zestec delivered a 1.2MW solar carport at LEGOLAND® Windsor, generating 1.1m kWh of clean power annually and cutting 195 tonnes of carbon. The project provides shaded parking and enhances energy resilience.

# Fire & Security and Water & Environmental Services



Complying with increasingly stringent building regulations



### Growth drivers

- Increasing regulations relating to fire and building safety, energy and the environment
- More onerous insurance requirements for independent certification
- Rising customer focus on ESG, health & safety and risk management
- Demand for remote sensors, real-time water telemetry and smart fire diagnostics
- Significant investment in UK water infrastructure via Asset Management Period 8 (2025-2030) and 9 (2030-2035)
- Professional training requirements for in-house facilities personnel to stay abreast of rapidly evolving compliance requirements

### What sets us apart

#### Scale and capability

As the UK's leading provider of business-critical compliance services to commercial premises, we specialise in Fire & Security and Water & Environmental services. Our comprehensive offerings are underpinned by unrivalled national scale, a best-in-class operating model and full-service self-delivery capabilities.

#### Total Fire & Security

Our national footprint enables fully integrated fire and security solutions, bringing together active and passive fire protection, intelligent security systems, perimeter security, ICT

networking and remote monitoring under one unified platform. Customers benefit from market-leading technology, specialist expertise, and assured compliance with industry standards and legislation across their entire estate.

#### Total Managed Water

We offer a comprehensive portfolio of water management services, spanning water retail, M&E services, modular water treatment systems, chemical supply, wastewater treatment and reuse, and vegetation and biodiversity services. This helps businesses and local authorities optimise water consumption and protect water infrastructure.

### Operational highlights

- 2,700 fee earners covering every UK postcode
- 55-60% recurring revenue
- 85-90% self-delivery
- Contracts typically evergreen (renew annually)

#### Our position

**#1** in UK

Total Fire & Security

#### Market size

**£7.6bn**

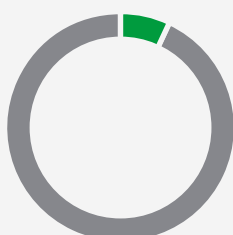
#### Mitie market share

**c.7%**

#### Projected market growth

**5% p.a.**

#### Facilities Compliance market



- Mitie
- Competitors

#### Top customer segments

- Critical National Infrastructure
- Retail
- Finance & Professional Services
- Construction
- Healthcare

Market data sources: Independent research commissioned by Mitie

## Two decades of strategic collaboration with AWE

Mitie's partnership with the Atomic Weapons Establishment (AWE) exemplifies long-term strategic collaboration within one of the UK's most secure defence environments.

Since 2007, the relationship has evolved from a £3m per annum Facilities Management contract delivering Security and ancillary services into a critical, multi-disciplinary infrastructure alliance, with an expected annual contract value of c.£30m over the next 10 years.

This reflects the expansion of our footprint across AWE's Aldermaston, Burghfield and Blacknest sites as well as our ability to upsell complex, high-value Facilities Transformation and, now, Facilities Compliance services.



**AWE** NUCLEAR SECURITY TECHNOLOGIES



### Managing 12,000 assets across a high-security complex defence estate

In addition to the delivery of Facilities Management, we are now tasked with the operation and maintenance of a private water utility, managing approximately 12,000 distinct assets across AWE's estate.

These assets include boreholes, treatment plants, pumping stations and a complex network of reservoirs, all operating within a high-security environment.

The scope requires us to maintain 24/7 availability to an N+1 resilience standard, ensuring the uninterrupted supply of potable and fire water while managing the treatment and discharge of foul and trade effluent waste.



### Leading NPS and colleague engagement scores

The success of our partnership with AWE is best reflected in the exceptional satisfaction and engagement metrics we have achieved. This year, we recorded a Net Promoter Score of +94, a figure that places us in the top tier of service providers and highlights the deep trust AWE has in our team. Furthermore, our colleague engagement score stands at 78%, with a 91% participation rate, which indicates a highly motivated and diverse team that is fully invested in the success of the partnership.

## 10+5yr

### water network management contract

The creation of a Total Managed Water proposition following the acquisition of Marlowe led to the award of a new water network management contract for AWE in March 2026.

The contract is a comprehensive agreement that combines operations and maintenance with a rolling upgrades programme aligned to AWE's Site Development Plan 2050.

As Principal Contractor, Mitie has end-to-end control of both daily operations and capital delivery. This structure allows us to modernise ageing infrastructure, improve resilience and drive sustainability through proactive lifecycle planning.