



High-performing projects from Mitie

Delivering capital projects that transform
property portfolios



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Bring quality, dependability
and expertise to projects
big and small.





Introduction

Whether it's a large-scale engineering requirement, a workplace transformation, a building upgrade or retrofit, or a drive towards renewable energy projects, the quality, dependability and expertise of those overseeing a project are integral to success. In today's landscape, however, success is harder to achieve.

Economic instability, geopolitical uncertainty, emerging technological demands, and planning complexity are ever-growing challenges. Regulatory requirements are also increasing. Meanwhile, involvement of multiple parties across any single project adds further complication to the design, delivery and commissioning phases.

These pressures introduce new risks, disrupt timelines and drive cost uncertainty. If not managed effectively, they can lead to project delays, budget overruns, reputational risk and ultimately projects that fail to perform as intended.

But here's the reality – innovation and change are not optional.

Property owners and developers must move forward or risk falling behind. That's why, despite these challenges, the UK's built environment continues to grow, with £700bn–£775bn of planned investment over the next decade¹.

High-performing projects are built on more than good intent. They require deep expertise at every stage, from design through to build and commissioning, and a trusted partner to support the best allocation of their capital. True project performance comes from getting the fundamentals right: designing with precision, building with quality and commissioning with confidence. Alongside this, identifying and mitigating risk, assuring quality and maintaining control of cost, are critical to delivering consistently on budget and to expectation.

¹ <https://www.gov.uk/government/publications/national-infrastructure-and-construction-pipeline-2023/analysis-of-the-national-infrastructure-and-construction-pipeline-2023-html>

We lead the transformation of our clients' real estate portfolios to:

*Accelerate sustainability
and energy
transformation*

*Improve asset
performance*

*Create great
experiences for
everyone*

Our expert delivery is underpinned by

*National
coverage*

*Technical
expertise*

*Technology, data
and insight*



The key ingredients of a high-performing project

High-performing projects depend on more than good intentions. They need disciplined governance, integrated delivery and clear accountability. And they should be delivered by a partner who can anticipate risk before it materialises, assure quality at every gateway and maintain control of time and cost. Especially in volatile market and regulatory environments.

The challenge with managing projects often lies in the handling of many moving parts. Depending on their scope, projects can involve multiple partners. And that makes consistency and reliability harder to achieve. The more partners involved, the more communication and integration is needed. Transparency can suffer. And there are more opportunities for complications to creep in.

Ideally, you need a single, reliable partner who can oversee and execute projects from end to end. And while time, cost and quality are key metrics of success, a truly strategic projects partner – one who understands the culture, goals and resources of your organisation – can unlock real value across the project lifecycle. They'll provide expertise in compliance and regulation, business continuity, decarbonisation, funding, social value and innovation to add a multitude of tangible benefits that result in truly high-performing projects.

Four vital qualities of a project partner

- 1. The expertise to advise their clients on the **best allocation of their capital***
- 2. The know-how to **execute projects on time and on budget***
- 3. The ability to **identify and mitigate risk***
- 4. **Quality assurance**, including a **proven track record of delivery***



Bring quality, dependability and expertise to projects big and small.

Mitie helps clients transform property portfolios, not just deliver individual projects.

Our extensive capabilities combine an in-depth knowledge of the built environment with broad sector and technology-specific expertise. We integrate consultancy, professional project delivery, specialist engineering and in-life optimisation to take projects from beginning to end. This approach and our foundational FM knowledge see us deliver high-performing projects for our clients across all asset classes, within a range of industries and environments – including some of the critical infrastructure that keeps the UK running.

Five advantages of our proven projects approach

We deliver a seamless experience across the entire project lifecycle – from consultancy and design to installation, maintenance and asset optimisation.

Our approach means you don't have to juggle multiple providers or keep track of different contracts. Instead, you get full transparency into operations and return on investment, and visibility into progress from day one through a single point of contact. As well as open pricing, accurate costing and long-term accountability for complete peace of mind.

1,900

*Highly skilled
project managers*

—

6,000+

projects delivered annually

—





We lead the transformation of real estate and property portfolios thanks to specialist businesses that modernise right across the UK.





With Mitie by your side, you can...

De-risk your project delivery at every stage

High-performing projects don't react to risk – they actively manage it.

Mitie reduces risk and protects outcomes by acting as a single accountable partner across the full asset lifecycle. We cover everything from consultancy and design to delivery and optimisation to remove fragmentation, strengthen decision-making and provide clear accountability.

Our teams will monitor ongoing risks, and make sure your projects meet legislation and align with health and safety standards for seamless delivery. And we'll embed future-thinking at every stage to ensure success in the long term.

With an extensive network of suppliers, advanced technology and tools, together with financial security and forward planning, we have more control of supply chains. This avoids unexpected problems and delays. And our UK-centric focus and sector-specific knowledge means we understand national and regional requirements better than anyone.

Integrate thinking to drive better outcomes

Avoid the common challenges and disruption associated with complex projects with an approach that keeps your entire estate in mind.

Our consultancy expertise ensures every project is shaped by strategic insight from the outset, informing better decisions, reducing risk and setting the foundation for successful delivery.

Our multi-specialist teams work as one to develop integrated solutions, reduce complexity and combine expertise in the right areas. And with market-leading experts, vast sector-specific knowledge and experience across all environments, we're always able to bring the right people to the right jobs at the right time.

This collaborative approach brings you better-informed decision making, more accurate project planning and greater value for money. And, ultimately, projects that optimise performance, resilience and long-term value across even the most complex estates.

Assure long-term performance and value

Reduce costs, enhance resilience and improve asset performance with a full asset lifecycle approach. Because performance doesn't stop at handover.

Mitie designs and delivers projects with performance, maintainability and user experience in mind. This reduces lifetime cost, improves resilience and makes sure those projects continue to deliver value long after completion.

With decades of facilities management experience, we understand how your environments operate. All our projects prioritise the needs of the people and communities that use your facilities. That means they're geared to minimise disruption, deliver exceptional experiences and generate sustainable value for your assets and investments well into the future.

Plus, you'll get full visibility of your projected return on investment across the project lifecycle – both before a project starts to aid planning, and throughout its duration so you can monitor progress.

Predict and plan with data-driven foresight

High-performing projects are built on insight, not assumption. By applying data, BIM and advanced modelling at the earliest stages, Mitie enables better investment decisions, more accurate planning and fewer surprises during delivery. All so you can safeguard outcomes before work begins.

Whether you're building a business case for new works, conducting carbon assessments or transforming your existing environments, we advise, design and deliver projects with confidence. Based on facts, not gut feeling.

With over 700TB of data on the built environment and real-time asset insights, we can also benchmark your operations and progress against industry best practices. This intelligence is brought to life by our skilled designers, who produce state-of-the-art 3D digital models and building information models of your estate. Supported by the latest AI and machine learning capabilities from industry-leading partners, they'll simulate changes, identify critical issues and plan the best project approach from day one.

Realise your ESG and decarbonisation goals with more resilient asset performance

Take the most co-ordinated and efficient path to Net Zero with market-leading decarbonisation capabilities.

Our end-to-end offering includes consultancy, emissions benchmarking, solution design, installation, maintenance and asset optimisation. All supported by a bespoke decarbonisation roadmap designed to guide you towards a more sustainable future.

By embedding sustainability into decision making, we can respond proactively to the latest regulation and reporting requirements. This drives better short-term outcomes while providing the insight required to predict, plan and future-proof operations – so you can positively demonstrate your impact on people, places and the planet.



Mitie's integrated projects offering comprises specialist businesses, from advanced engineering and technical experts to renewable energy specialists, delivering multi-disciplinary capabilities across the UK.

Capabilities and services

We advise, design, build, maintain and optimise. Every Mitie capability is designed to support one outcome: projects that perform – technically, financially and operationally across their entire lifecycle.

Those projects range from essential upgrade works and refurbishments to full project professional services and large-scale engineering programmes. Our approach is enabled by our Projects Centre of Excellence and a wide range of technical specialisms.

These include:

Energy and power

Built environment

Workplace experience

Across these three specialisms, our services include:

Energy & Sustainability Consultancy

Support early-stage capital decision making by identifying where your investments will deliver the greatest impact. Our sustainability consultancy services combine strategic insight with technical, operational and digital expertise. With data-driven practices we can shape, prioritise and accelerate projects that reduce carbon, improve energy efficiency and strengthen asset performance.



Project Professional Services

Make sure every project delivers the transformation you need, on time and on budget, with systematic planning, monitoring, integration and control. Our expertly delivered Professional Services strategise, develop and deliver capital works from inception through to handover and commissioning, so you get the best long-term return from your investments. They include project management and programme of capital works, cost management, governance, safe systems of work and capital delivery expertise - influencing clients' capital budgets to give maximum return on ROI. For you that means complete assurance that your projects are delivered with quality, compliance and budgets in mind.



Renewable Energy

Support the shift to renewable energy sources and meet your sustainability requirements. Our capabilities cover consultancy, benchmarking, design, installation and maintenance to guide your decarbonisation journey. Our in-house specialisms, including solar PV, heat decarbonisation systems and electric vehicle infrastructure, are supported by experts at Custom Solar and RMS.



Workplace EQ

Workplace EQ is Mitie's approach to creating high-performing workplaces with people at their heart. We combine advisory, consultancy, change management and workplace technology to align your strategy with the needs of your people and business. This integrated approach supports productivity, wellbeing and sustained workplace performance – so every space provides a healthy, thriving environment that meets the needs of everyone that uses it.



Power & Grid

We design, build, operate and maintain electrical networks and infrastructure across the UK. Our high-voltage electrical and civil engineering services are delivered by the experts at Rock Power Connections, ESM Power and G2 Energy. They cover power distribution across all voltage tiers, energy projects and reliable backup solutions.

Major Engineering Projects

Tackle major projects with assured quality, seamless management and minimal disruption. Our tier one engineering covers large-scale, complex projects in some of the UK's most demanding environments. This includes data centre build and design, critical plant replacements, large-scale mechanical, electrical and plumbing works, and high-voltage grid infrastructure projects up to 400kV. Driven by principal contractor JCA Engineering, we provide a complete end-to-end service that covers consultancy, design, build, interior fit-out, and servicing and maintenance. All of which means you can execute transformative projects at scale with a single, proven partner across every step of the journey.

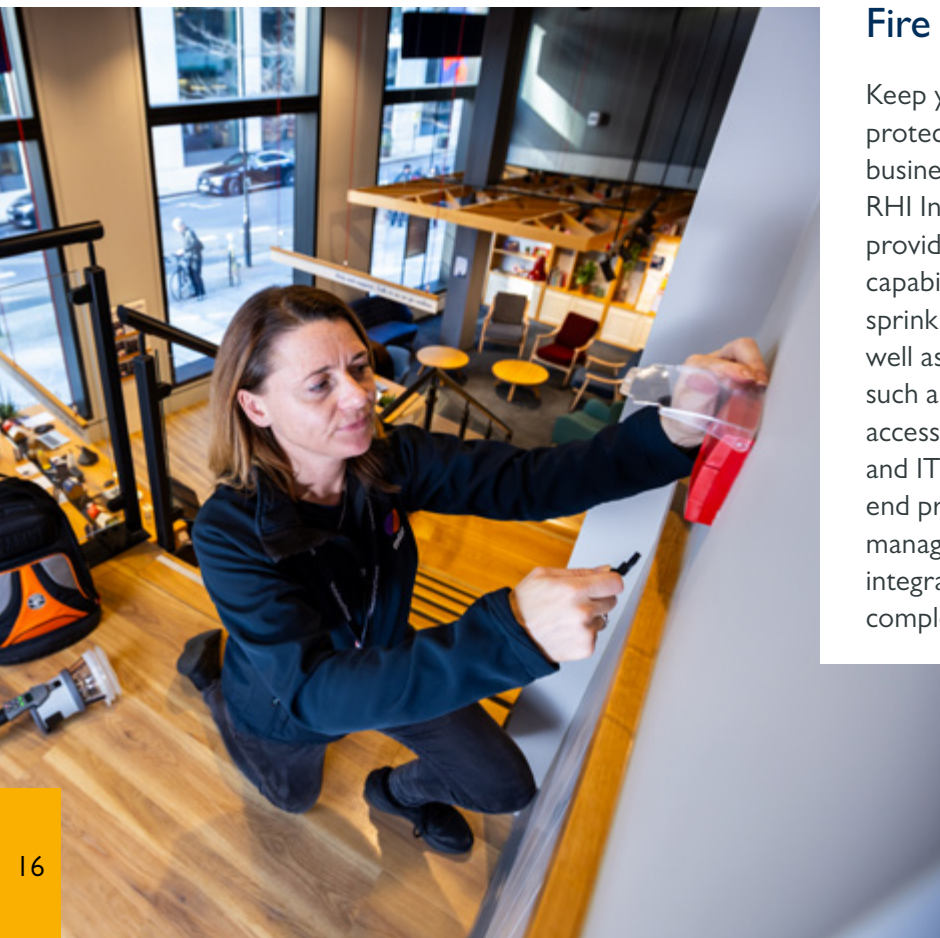


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Data Centres

With over two decades' experience in data centre infrastructure, Mitie delivers services from design and build through to maintenance and optimisation. Working with colocation providers, hyperscalers and enterprise customers, we make sure your operations stay resilient, efficient and ready for the future.



Fire & Security Systems

Keep your people and your assets protected. Through Mitie's Projects businesses, including GBE Converge, RHI Industrials and Argus Fire, we provide a full range of fire and security capabilities. This includes fire alarms, sprinklers, and passive fire systems. As well as advanced security technologies such as AI-enabled CCTV, biometric access control, perimeter security and IT networking. Our end-to-end project delivery covers design, management, implementation, integration and maintenance for a complete turnkey solution.



Upgrades and Retrofits

Transform your spaces with the design and delivery of upgrades and retrofits tailored to your estate. You'll receive high-quality, safety-compliant support from a team with a proven track record of self-delivering upgrade, retrofit and refurbishment projects, including major mechanical, electrical and plumbing works. We know how important it is to keep your building operational during upgrades and refurbishments. So as well as providing outstanding results that improve your spaces, we minimise any disruption to your day-to-day activities.





Lighting

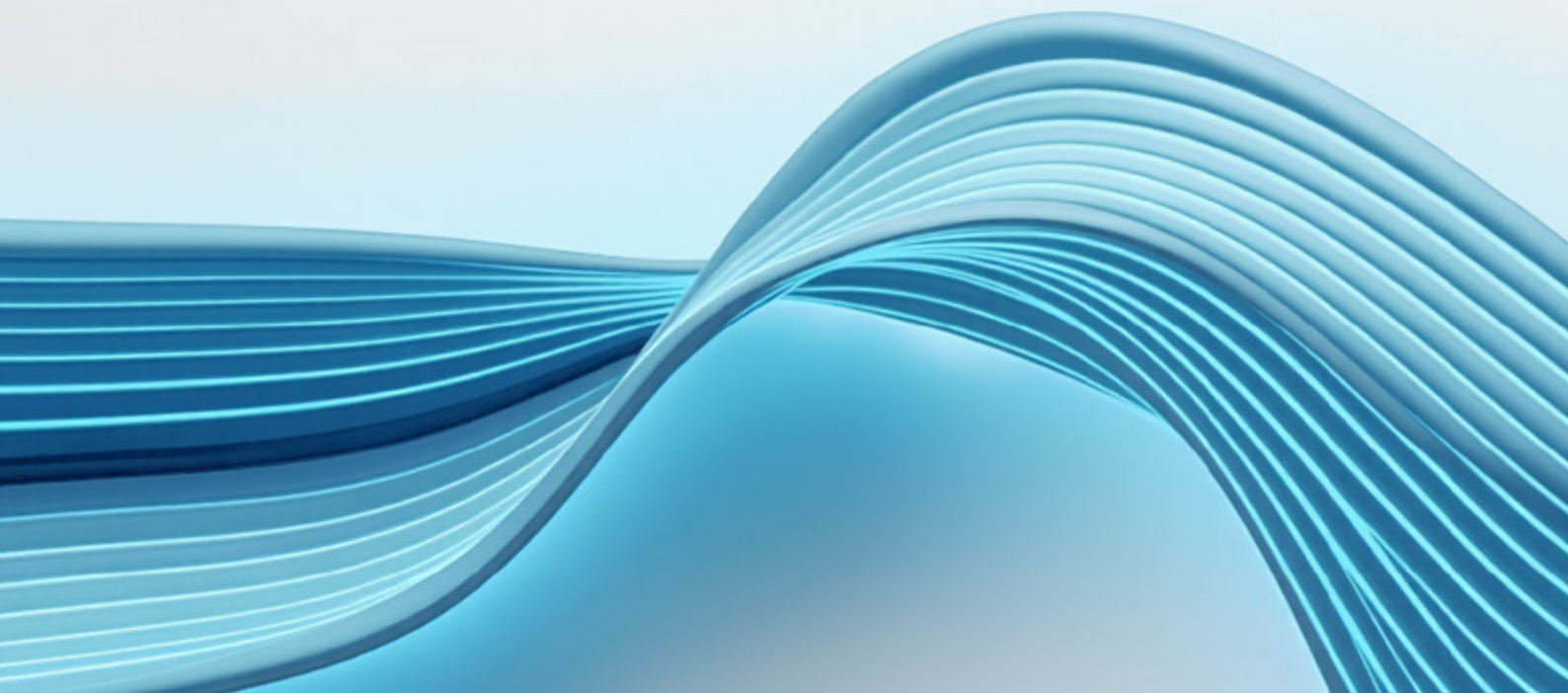
Whether you're looking for an LED refit, intelligent lighting controls, emergency lighting, lighting design, electrical installations or commissioning, we deliver a full, end-to-end service. With 60 years of experience, our market-leading lighting, installation and maintenance solutions take projects from initial consultation through to warranty management.





Total Water

Take a new approach to water management, with a single, focused strategy that creates efficiencies and opportunities at every stage of the water cycle. Our industry-leading engineering and technical expertise can make sure you manage water in the most compliant, efficient and sustainable way across your entire estate.





Telecoms

With expertise in network deployment, optimisation and fibre optic installation, you can meet the demands of the digital age. Mitie's telecoms capabilities cover the installation, maintenance and management of infrastructure. So you can provide reliable connectivity and seamless network operations wherever they're needed. From upgrading existing networks with cutting-edge technology to maintaining critical systems, we deliver tailor-made solutions for future-proofed communication networks.

The benefits of a proven project partner

At Mitie, we're leading the transformation of the built environment. We deliver projects across all asset classes, unlocking the full value of your estate. And with our full lifecycle approach, you can reduce costs, enhance resilience and improve performance.

By working with us, you can expect proactive communication, problem-solving and willingness to go the extra mile at every stage of a project. Even beyond contractual obligations.

We work as an extension of your team, embedding ourselves in your organisation to understand your estate so we can design and execute the high-performing projects it needs. And all of our work is supported by detailed performance metrics, evidence of delivery, compliance documentation and professionalism across the project lifecycle.



With Mitie you can

Deliver critical projects with confidence with quality and continuity built in to minimise disruption and risk.

Simplify compliance and navigate safety, security and environmental requirements with ease.

Prioritise health and safety with integrated processes for tracking and reporting.

Drive supply chain resilience with scale, planning and a wide variety of supply chain partners that reduce delays and risks.

Access shared, multi-specialist expertise to break silos, simplify complexity and overcome integration challenges.

Guarantee transparency and accountability through open communications and accurate scoping and planning.

Implement market-leading energy and sustainability capabilities including expert consulting, electrification, renewables and ESG expertise.

Plan and execute projects for the long term with a whole lifecycle approach that minimises lifetime cost, demonstrates ROI and places users at the heart of design.

Build project resilience by predicting and planning with data-driven foresight.

Gain financial assurance by partnering with a FTSE 250 PLC.





Ready to get started?

To learn more about Mitie's approach to high-performing projects, and how you can partner with us to transform your estate, you can...

Talk to a project expert

Take part in a discovery workshop to explore your challenges in more detail

Visit our Centre of Excellence

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