



MITIE IRELAND

YOUR FACILITIES MANAGEMENT PARTNER

Delivering the exceptional, every day



ABOUT MITIE

Established in 2010, Mitie Ireland is a wholly owned subsidiary of Mitie Group PLC – the UK and Ireland's leading facilities management and professional services company. We offer a range of specialist services including technical services, security, cleaning, industrial cleaning, landscaping, energy and sustainability, waste and professional consultancy.

In Ireland our teams are responsible for looking after a large, diverse, blue-chip customer base, from telecoms and pharmaceutical manufacturing, financial institutions and retailers, to schools and government offices. We operate across the island of Ireland in every town, city and county.

We take care of our customers' people and buildings, by delivering the basics brilliantly and by deploying advanced technology. Pioneering the Connected Workspace, using smart analytics to provide valuable insight and deliver efficiencies to create outstanding work environments for our customers.

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INTRODUCTION



At Mitie we work in partnership with our clients and that is why we have an outstanding customer retention rate. Whilst it is easy to talk about partnership, actually being a partner of choice and adding value takes real focus on doing the basics brilliantly, recognising where our expertise is needed, being innovative and flexible and moving with our customers business and ensuring our people understand the importance of what they do.

2021 has been a proud year for Mitie Ireland. We became the first FM company to be awarded the IBEC KeepWell mark for our commitment to employee wellbeing, we were named in the top 100 companies in Ireland for Employee Wellbeing, we were awarded the Overall Excellence in Facilities Management, Total FM Service Provider of the Year and Cleaning Service Provider of the Year at the annual FM Awards.

After such a turbulent year working through a global pandemic with our families, our teams and our clients, we are humbled to have been recognised in such an outstanding way by our industry peers. It is testament to our teams and the work they do and the commitment that I personally, and Mitie as a whole, have towards our teams.

Our teams self-deliver almost all services to our customers – we have our own technical, cleaning, industrial cleaning, security, front of house and energy management teams, supported by a 24/7/365 Swords based service desk. Our vans and our people are on every high street on the island of Ireland.

We would be delighted to have a conversation with you about how we can add value to your business through our people, our expertise, our systems and our partnership approach.

A handwritten signature in black ink, appearing to read 'Les Sheridan'.

Les Sheridan, Managing Director, Mitie Ireland



Mitie have put their money where their mouth is. Their culture and wellbeing development is evident amongst the staff – unlike anything I have seen elsewhere.”

Financial Services Client



SERVICE DESK



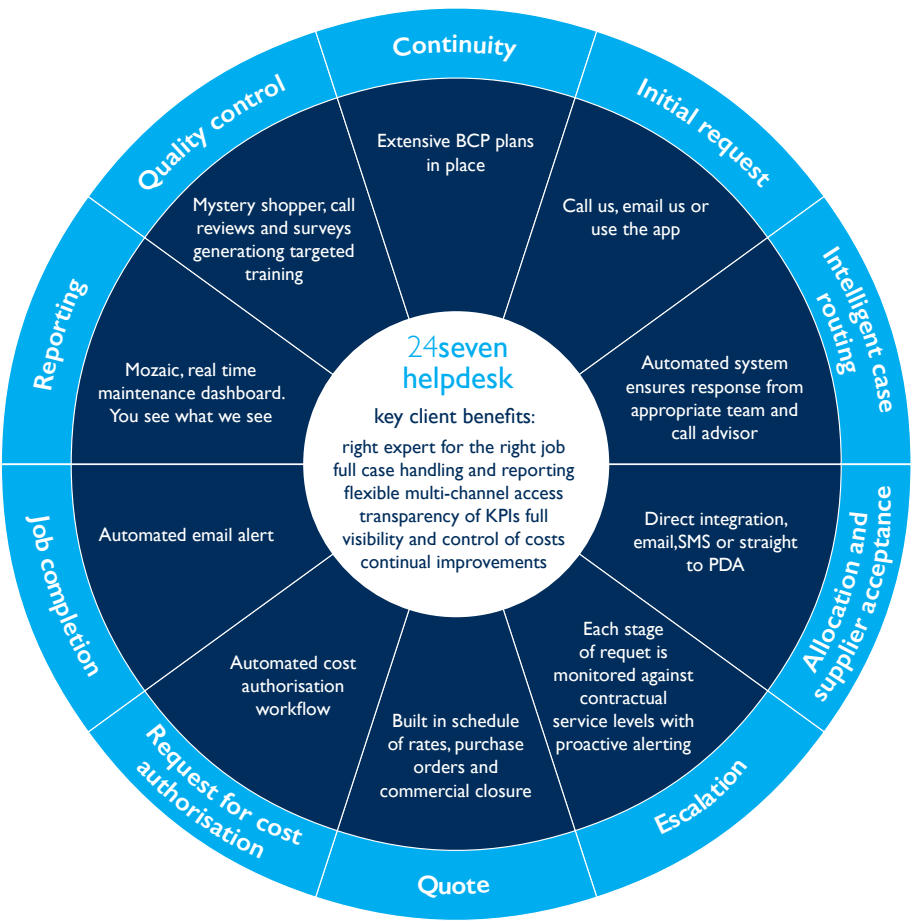
SERVICE DESK

Our service desk, based in Swords, is the backbone of our service offering. Delivering a cradle to grave operation, our service desk team interact with our customers, our operations teams and our suppliers to ensure tasks are appropriately prioritised and completed within agreed response times. Our customer engagement team and our planning and scheduling team ensure all bases are covered, regardless of the ask. We have processes in place to maximise our first time fix rates by dispatching the right resource first time round.

We have an extensive business continuity plan (BCP) in place for our service desk operations with fall back available to our Mitie service desk in Leeds, our MiTec service desk in Craigavon and the infrastructure for our teams to work from home when necessary.

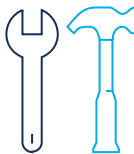
Our teams receive tone of voice training, customer experience training, and regular customer estate briefings. Active call monitoring offers reassurance and a quality driven service.

Whether it is business as usual, dealing with a storm threat, being sensitive to customer change programmes or whatever else comes their way - our service team are here 24 hours a day, 365 days a year to assist and respond.



24/7/365

service desk



10,000

planned maintenance tasks per month



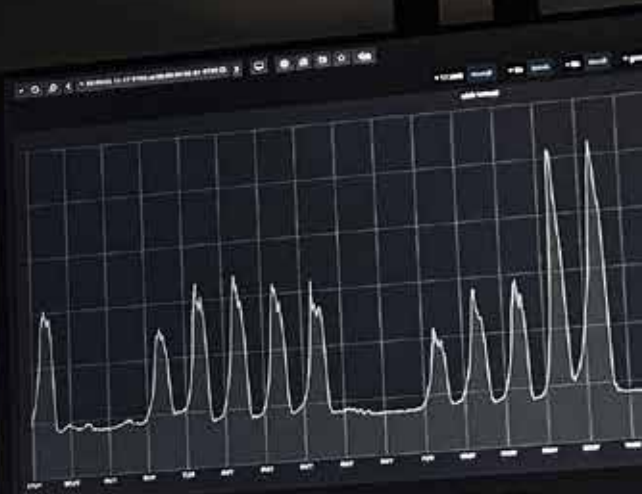
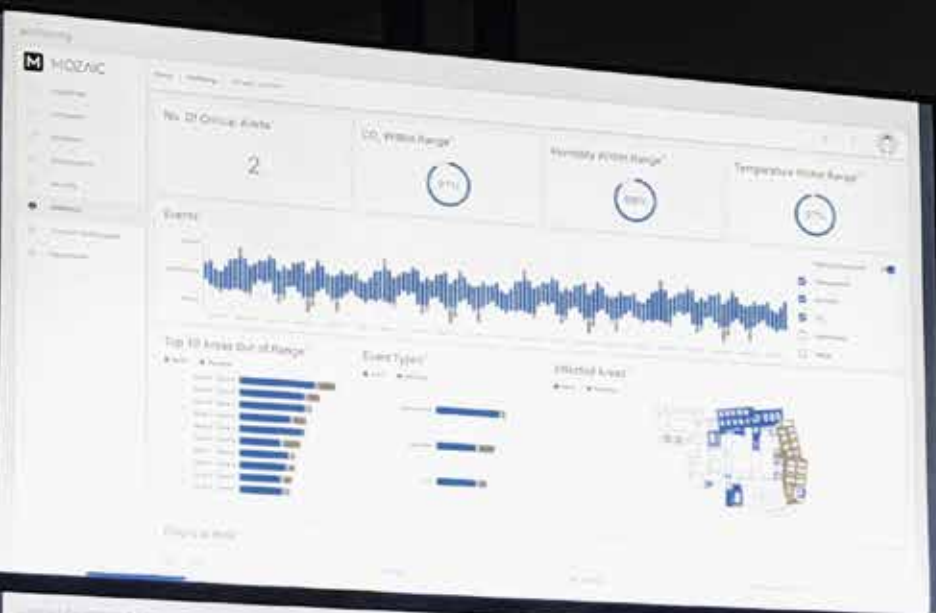
5,000

reactive maintenance tasks per month



200

calls per day





Mozaic

Linked directly to our service desk platforms, Mozaic is Mitie's award-winning analytics and reporting portal. Mozaic brings together data from across your estate through real-time dashboards and reports, which can be searched and filtered to provide customised views. Our customers have full visibility of every planned and reactive task in the system and our response time to the same. There is full transparency, you see what we see.

With key metrics highlighted automatically, Mozaic is designed to drive better informed, more strategic decision making in all aspects of your facilities management.

Data is accessible and controllable.

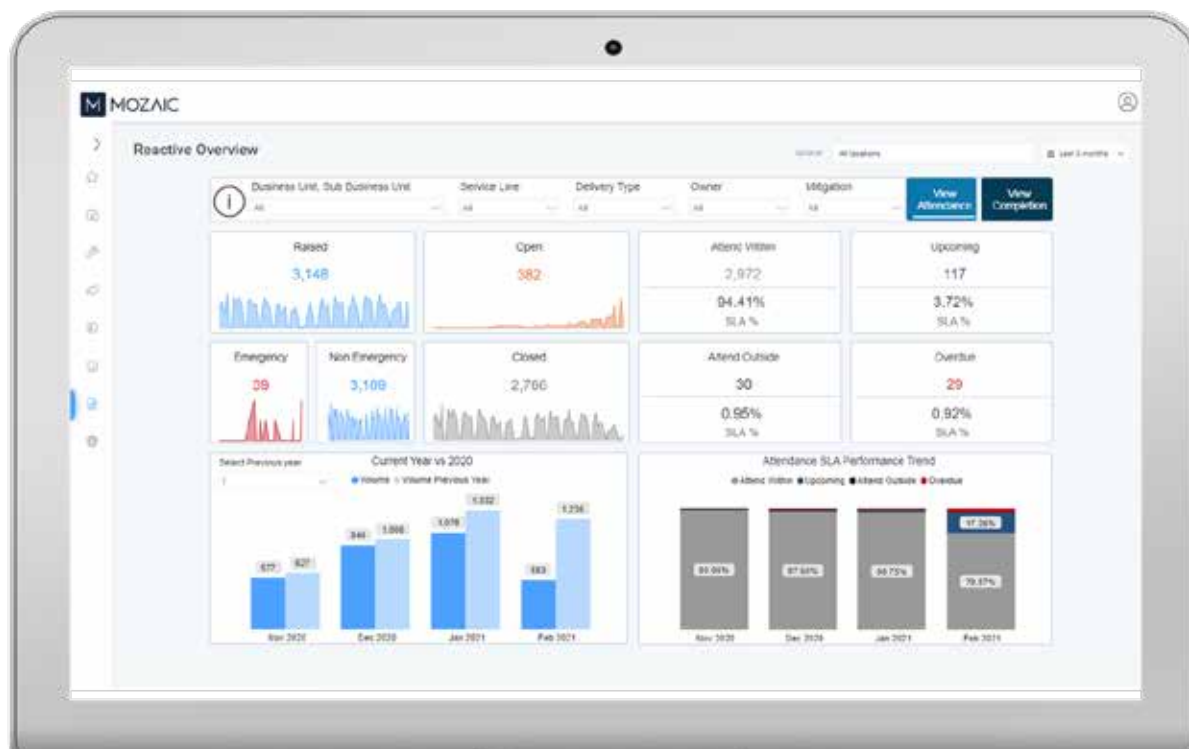
Trends and performance can be compared and assessed.

Formats are user friendly and intuitive.

Data can be filtered to a granular level.

Access is quick and simple using access through our Mozaic portal.

Multiple data sources can be integrated into the Mitie data lake, ensuring all data is collated in a single place.



TOTAL FACILITIES MANAGEMENT (TFM)



TOTAL FACILITIES MANAGEMENT

Mitie is a total facilities management (TFM) provider, which means we can provide all required facilities services to our customers. Mitie were awarded the Total FM Service Provider of the Year at the 2021 FM Awards. We self-perform technical services, cleaning, industrial cleaning, security, front of house and mail room, energy management and project management. Having such an expansive self-perform capability means we can build a 'One Team' approach which drives a culture of accountability. In our TFM contracts our teams work together to create great customer experience, acting as brand ambassadors for our customers.



Our services



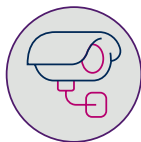
Technical Services



Projects



Cleaning



Security

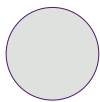


Front of House

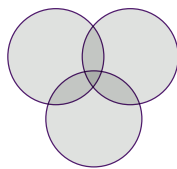


Mailroom

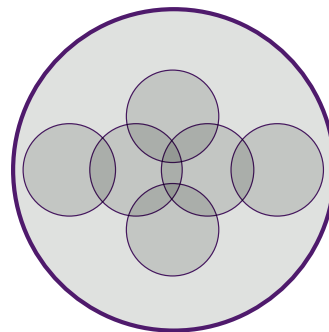
Single service



Bundled services



Total Facilities Management



Mitie have been our facilities management partner for 12 years now. Mitie's management of our office, retail and data center portfolio is professional, proactive and on point for our requirements. We get more than just a facilities management provider, we have a facilities management partner. Given the critical nature of our data centers it's reassuring to know Mitie are our partner"

Telecoms Client

TECHNICAL SERVICES/ MAINTENANCE



TECHNICAL SERVICES/MAINTENANCE

Mitie has a comprehensive range of technical capabilities – mechanical and electrical, HVAC, lighting, energy, and commercial fit-outs are just some of the services we provide. Whether it's a retail store or a high-risk industrial facility, we can deliver a cutting-edge technical solution. Our in-house expertise and island of Ireland presence provides responsiveness, quality and cost effectiveness.

We have a mixture of static technicians who are solely based on our customers site (e.g. within data centers or pharmaceutical manufacturing plants) and our mobile team who respond to tasks on a geographical basis.

As well as traditional technical services, we have taken our service delivery to new heights, offering preventative digital maintenance.

Preventative Digital Maintenance

Poor performing assets cause disruption to colleagues, business and the delivery of services to customers. But, your building can warn you before a failure occurs.

Preventative digital maintenance assures asset performance and reduces downtime through 24/7/365 live monitoring from Mitie's service operations centre (SOC).

Replacing traditional, reactive FM with intelligent, proactive asset maintenance



Bespoke maintenance

Mitie's Preventative Digital Maintenance programme is designed specifically for assets and activities at each site. Preventative maintenance takes place based on asset performance data, alongside statutory maintenance requirements enhancing the SFG20 specification at a lower cost.

15% reduction in cost whilst an increase in activity



Preventing failure

Continuous asset monitoring identifies issues before it impacts performance. In most cases a remote preventative maintenance task will avoid the need for any further action, meaning colleagues on site and operational delivery will be unaffected.

Up to 10% improvement in first time fix rates



Faster response

Deviations and trends are automatically identified and automated workflows ensure that corrective action is performed in a timely manner: SMEs in Mitie's Service Operation Centre (SOC) ensure all facilities operate optimally.

5x faster response to automated notification and remote triage



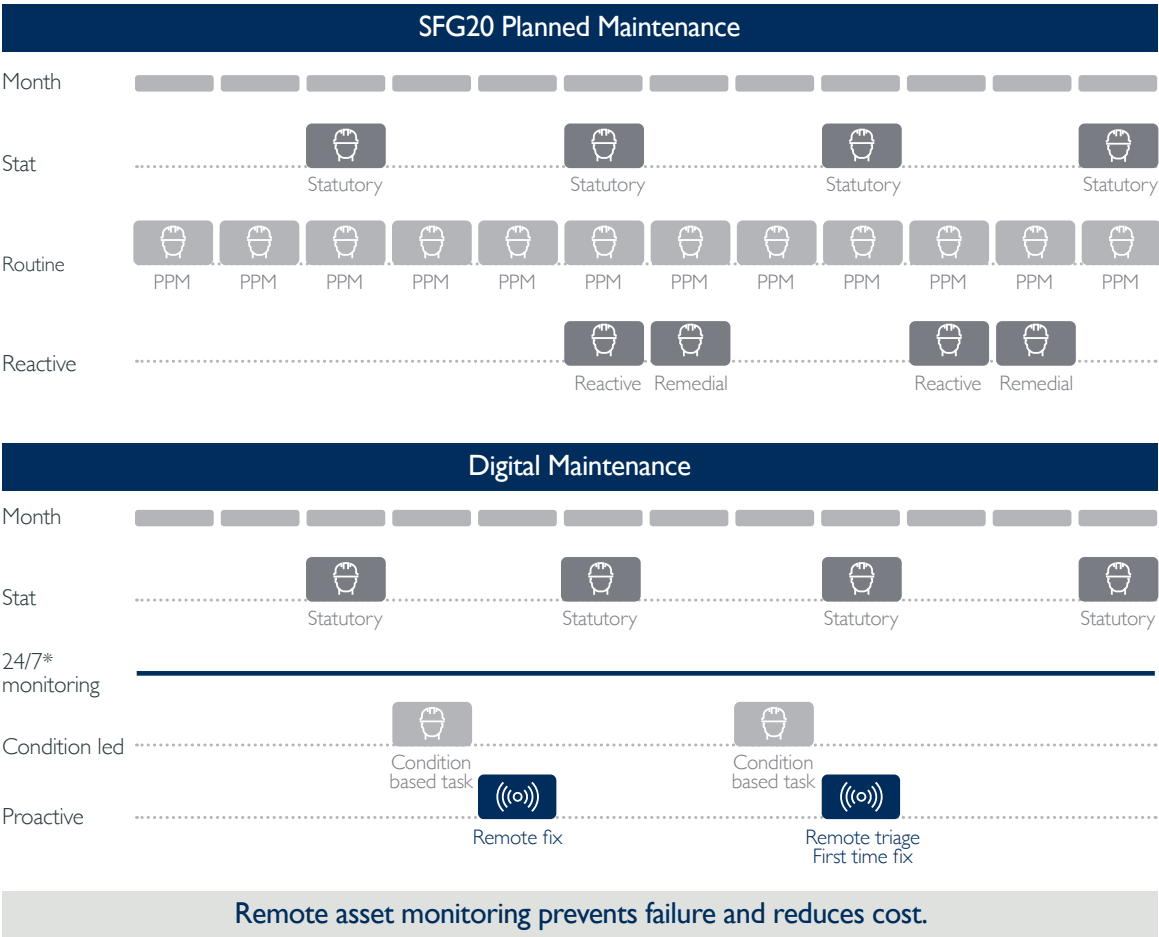
Optimised assets

Mitie captures performance data 24/7. The data is highly valuable, used in forward maintenance and asset replacement planning, reducing downtime. It also enables benchmarking of assets to improve performance and reduce carbon emissions.

Protects business operations and reduces the risk of downtime

Once a site is connected to the SOC and is being monitored 24/7/365 the delivery of maintenance services is significantly enhanced. In traditional manned maintenance, regular site visits are the only opportunity to prevent failure. As shown below, in a digital maintenance solution, regular condition-based maintenance tasks can be swiftly resolved.

When an alert is received, we can triage the issue and either perform a remote fix or inform the technician of the details of the issue. This enables us to remarkably improve first time fix rate and minimise the impact on customers and cost.



When a colleague reports a problem in a facility it is typically the first sign that an asset has failed. Loss of heating, access problems, power and lighting failures are just some examples of issues that could be reported and will immediately start to have operational, performance and cost impacts.

One of the many challenges is being able to identify assets that require attention, enabling resources (and budget maintenance and replacement), to be directed to the assets. Mitie remote asset health monitoring is the eyes and ears across an estate, remotely monitoring HVAC, refrigeration, BMS and other critical assets 24/7.

Connected assets are monitored against agreed upper and lower control points and customers environmental comfort policies. If the asset operates outside of these control points these issues are automatically routed to our SMEs in the SOC. They review the fault and identify the required action to rectify the issue. The solutions may be delivered remotely. If not the issue will be directed to a technician who will be scheduled to attend within the agreed service levels.

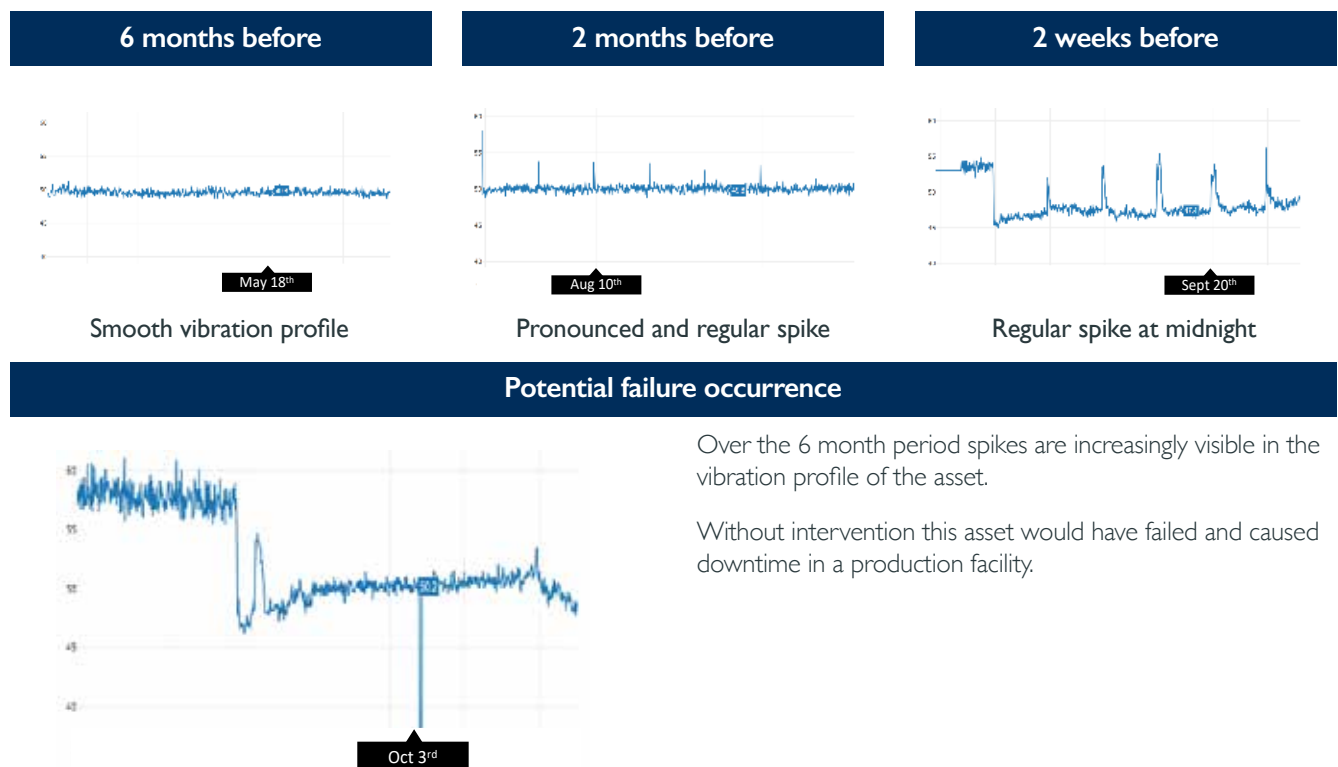
CASE STUDY

ASSET HEALTH MONITORING



In the example, the performance of a critical asset is being monitored. As pictured, the performance degrades gradually over a six-month period and two weeks before it moved outside its control parameters and triggered an alarm.

We intervened and avoided a costly failure.



We intervened and avoided a costly failure.

Mitie's digital solutions are hardware agnostic, enabling connectivity and monitoring of an entire customer estate regardless of the BMS or interface on site.

Assets that can be monitored include: BMS, HVAC, lighting, hot water systems, door heaters, fridges, air temperature and environmental sensors.

Solutions integrate with standard and custom protocols including MQTT, BACnet, SNMP and modbus.

Keeping data secure

For added reassurance, Mitie and the SOC are accredited to ISO 27001 and Cyber Essentials Plus certification standards, and meet all GDPR requirements, so you can be sure your data is safe at all times.

PROJECTS



PROJECTS

At Mitie Projects, we deliver a wide range of project works across a range of sectors. Our project work has been completed in all environments from offices to data centres. We were delighted to be named as a finalist for FM Project of the Year at the 2021 FM Awards.



Innovation and evolution

At Mitie Projects, we deliver a comprehensive range of construction and refit projects across a large number of sectors.

Our in-house capabilities and specialist services include consultancy, design, construction, delivery, warranty management, project management and risk management.



We have highly skilled project managers, QHSE teams, estimators, plumbers, fitters, electricians, decorators, joiners roofers and security personnel,. The breadth of our in-house capabilities and experience means we can provide our customers with a full project life-cycle turnkey service. This includes the initial feasibility, planning, design and budgeting stages, through to tendering, construction works and handover of the works, and finally to the occupation of spaces by staff.

Our Projects team can also deliver work in a variety of ways. We are experienced with carrying out the duties and responsibilities of the Principal Contractor and Principal Designers roles.

What we deliver



MEP



Full Mechanical & Electrical services, from design to completion



Renewable



Renewable air distillation, cooling, heating, energy saving, R22 compliant, carbon initiatives, energy solutions



Lighting



Energy saving solutions and smart lighting



Painting & fabric



Projects from internal and external decoration ad fabric, remodelling and refurbishment works



Passive fire



Fire stopping, legal inspections, fire compartmentation, management and maintenance systems, structural fire protection,



Fire risk assessment



Mitie designed live auditable system with live updates. Rich, evidenced data integral to the ability to manage a legally compliant portfolio



Roofing



Refurbishment, felt, roof light renewal single-ply, asbestos cement removal, flat, pitched, conversions, slating and tiling, guttering and rainwater green, liquid-applied



CASE STUDY

AWARD WINNING ENERGY SAVING PROJECT

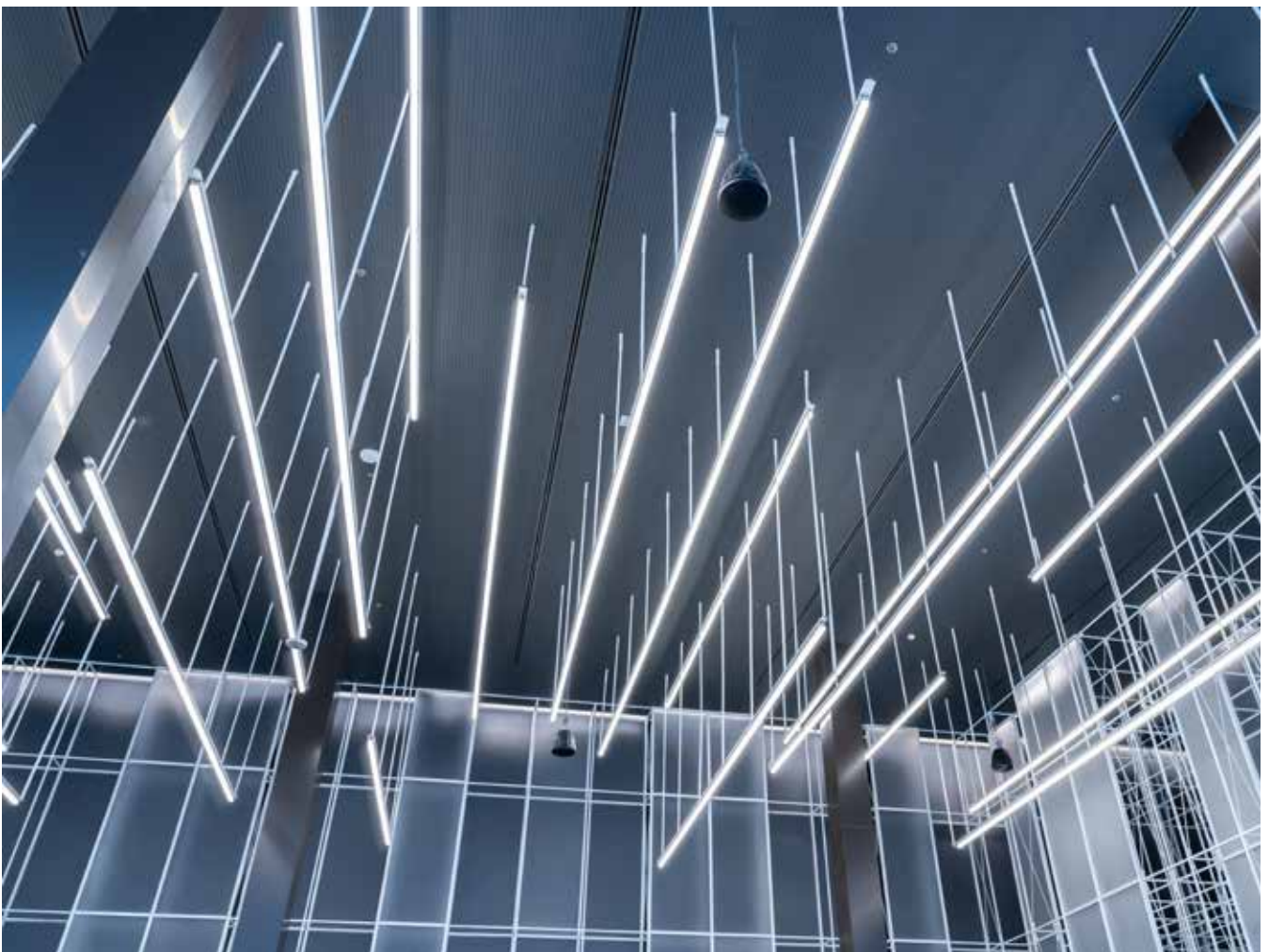
Mitie led a new energy-saving project to the value of €1.5 million, at a blue chip telecoms customer HQ based in Dublin 18. The project Mitie completed involved the upgrading of the entire lighting infrastructure of the building including general lighting, feature and display lighting, emergency lighting and supporting infrastructure to facilitate the project.



A building control system was developed to allow for occupancy levels and day light reduction technologies. Aligned to this state of the art LED technologies incorporated 10 year maintenance free warranty.

As part of the project development to ascertain people movement throughout the building, a unique system of utilising onsite WiFi statistics was used to profile building occupancy levels. Furthermore over 6,000 installed intelligent sensors scanned occupancy and irradiance levels to reduce consumption to minimal lighting requirement.

The project won Project of the Year at the 2019 FM Awards.



CLEANING



CLEANING

With a focus on quality, efficiency and sustainable delivery models, we are one of Ireland's leading cleaning service providers. An award winning, people-centric business, our highly trained and technology-enabled cleaning teams are at the heart of our customer promise of delivering the exceptional, every day.

We don't outsource cleaning, we have a self-perform cleaning team that spans the island of Ireland. That means we have a big support system in place for our cleaning teams – this includes health and safety, sustainability and quality, innovation and technology, training and development, employee resources and reward and recognition. We take cleaning seriously and we are proud of the standards we deliver



Offices



Data Centres



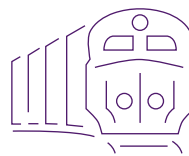
GMP Areas



Labs



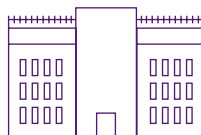
Retail Outlets



Transport



Warehouses



Public Buildings



With our island of Ireland coverage, we are available whenever and wherever you need us, operating 24/7, 365 days a year as required. Our expertise and scale has enabled us to create an industry-leading logistics and supply chain, ensuring we always deliver consumables and cleaning products to the right place, at the right time.



Mitie have been our cleaning partner for some years now. Mitie are extremely customer focused, willing to go the extra mile, flexible and innovative in their approach. Throughout the pandemic Mitie have been proactive, responsive, full of information and assistance and their on site supervisors and managers have been exemplary.”

Insurance Client



Cleaning Technology

Technology has evolved at a rapid pace, particularly the last few years. One area that has seen a particular boom has been in the area of robotics. Growing in popularity due to their ability to deliver efficient services that can also prove to be more environmentally sustainable, robotics are a key element of modern cleaning solutions.

At Mitie, we have already implemented cleaning technology in a range of sectors and environments.

Our robotic cleaning range includes scrubber driers, vacuum cleaners, mops, internal and external sweepers as well as more recent innovations such as UV robotics and misting robots.

Staying on the cusp of the latest technology enables Mitie to deliver a blended approach, combining the efficiency of technology with the expertise of dedicated personnel to deliver the exceptional, every day.



Industrial Cleaning

Our mobile industrial and technical cleaning teams are on hand around the clock across the island of Ireland. The industrial cleaning team have vans fully loaded with all of the equipment required to complete disinfection fogging, power washing, façade cleaning, graffiti removal, carpet and upholstery cleaning, window cleaning, roof and gutter cleaning, kitchen deep cleaning, duct cleaning and hard grounds maintenance. During the winter months the team also complete salting and snow removal.

Our teams can provide a discreet service outside of normal working hours, including during the night, to ensure attention is not drawn to their presence.



As part of a longstanding charity partnership with Peter McVerry Trust our industrial crew prepare properties and gardens for those transitioning from homelessness by deep cleaning and disinfecting, free of charge.



Similarly, in a charity partnership with Ronald McDonald House Charities Ireland, Mitie provide vital upkeep and deep cleaning services to the accommodation provided to families whose children are undergoing medical treatment at CHI and Crumlin.

Our industrial cleaning team played a key role in Mitie receiving the "Cleaning Service Provider of the Year" award at the FM Awards 2021. We are committed to delivering an excellent quality service which is responsive, quality driven, value for money, efficient and effective. Mitie prides itself on the outstanding ethic within our industrial and specialist cleaning team who deliver the exceptional, every day.



There is quite literally nothing this team cannot do and do brilliantly. I only have to make a call and they are there at the drop of a hat - friendly, efficient and highly skilled at what they do. What a credit this crew are to Mitie"

Nationwide retail client



Our business has had several suspected and actual Covid-19 cases and Mitie's industrial team are discreet, professional and make us feel safer in our workplaces. The way the place looks and feels after a deep clean and disinfection is so reassuring."

Manufacturing client

CASE STUDY

A RENOWNED SCIENTIFIC RESEARCH COMPANY

The Challenge

The requirement needed a tailored cleaning regime to meet industry standards from offices, kitchens, toilets, and warehouses, through to over 30 clean-rooms of various classifications, including four that required leading technology and production standard ISO Class 1.

The Solution

Mitie implemented efficient and effective processes, such as the two bucket system and 15% overlap, to ensure the clean-rooms were up to standard. With routine cleans scheduled daily, the four high spec rooms were meticulously cleaned by our highly trained Bio Technicians.

Before being permitted to enter the room, cleaning operatives attended stringent testing sessions and passed an exam on protocols to ensure they took appropriate measures and knew how to conduct the clean, for example, moving slowly to not disrupt the HEPA filters and the strict processes for putting on removing clean-room clothing.

This was done in a mock environment to enable the team to practice prior to entering the clean-room itself.

In addition, we implemented a mixed approach to products used, to ensure prolonged effective cleaning of surfaces, switching products on a regular basis to prevent resistance. The products chosen were done so specifically for clean-room environments due to their strong antibacterial properties, preventing any particles from spreading within the environment.

Mitie agreed with the customer to have antimicrobial tests conducted weekly to ensure that the room was consistently meeting the required standard.



Mitie had promised a lot but since we began working together, they have delivered. The quality of service and partnership approach is evident at all times and they have been stand out during the Covid-19 pandemic. Service delivery is excellent, our site looks great and I am looking forward to seeing what comes next.”

Scientific research client



SECURITY



SECURITY

Mitie Ireland have an island of Ireland security business, delivering a professional security service to a wide variety of customers.

Mitie Ireland's Private Security Authority (PSA) license number is 02188.



Guarding



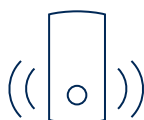
Patrol and Response



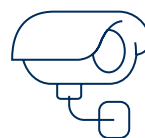
Key Holding



Lone Worker Protection



Mitec Alarm Receiving Centre



Mitec Remote Monitoring



Global Security Operations Centre



Intelligence Reporting



Screening Services



Consultancy



Penetration Testing

Guarding

Our guarding services ensure you have the best calibre of security personnel to protect your people, assets and environments. Our security officers are fully licensed (PSA 28:2013) and highly trained individuals, supported with first class intelligence and technology to deliver outstanding service. We work with you to strategically deploy your guarding solution in order to maximise efficiency and effectiveness.



Patrol, Response and Keyholding

Our professional, PSA 28 screened security officers provide a highly visible deterrent through scheduled and unscheduled patrols. We provide detailed reports for each patrol including date, time and if any action was required, providing you with a full audit trail.

Our PSA 28 accredited key holding service ensures rapid response to any incident or alarm activation on your premises. Our professional and screened security team will deal with any incident and manage the process, performing external and internal checks and notifying emergency services immediately if assistance is required.



We have just extended our partnership with Mitie due to the excellent service we receive from their security team and management. Their flexibility and professionalism is very important to us”

Financial Services Client

MITEC

Mitec is a leading technology and convergence center based in Lurgan.

As a registered Alarm Receiving Centre (ARC) and Security Operations Centre (SOC), Mitec protects companies and their employees, through real time remote monitoring, alarm monitoring and response. Mitec's expertise in monitoring provides an additional source of intelligence - keeping your people, assets and environment secure.

Our remote monitoring experts are highly trained in CCTV monitoring techniques to ensure your people, assets and environments are secure. Our teams can also remotely manage access to your locations, helping you to better manage potential risks and threats.

As an NSI Gold accredited BS5979:2007 category II ARC, our Mitec facility personnel are specialists in alarm management, trained to deal with incidents in real-time and deliver the appropriate response. Our team of dedicated alarm responders provide you peace of mind that your assets and people are safe and have access to emergency assistance 24 hours a day, 7 days a week.

Our lone worker and asset tracking solutions ensure that any individual you have working remotely is monitored and protected should any incident occur. Through the use of a mobile app, lone workers are prompted to check in and confirm their safety periodically. Should there be an incident, they can utilise the two-stage alert function to alert the Mitec staff that they need assistance.

GSOC

At Mitie, our GSOC (Global Security Operations Centre) enables us to become intelligence-led in our approach to security. The primary role of our GSOC is to be a robust conduit for communication and situational intelligence during major incidents, improving decision-making for all members of an incident command structure, and the deployment of the most efficient operational steps. Once the major incident needs are established, an organisation may consider additional activities that include pro-active intelligence reporting or travel risk and tracking services.

In Mitie's GSOC, we have employed intelligence specialists with diverse backgrounds, from military, police, government and private sector, in order to create a robust and rounded approach within the team. The variety in experience means a more comprehensive approach to data gathering and analysis, providing better intelligence to our customers regarding their security threats.

Technology is at the heart of the constant data gathering, analysis and communication. Cross-referencing social media and conventional media is crucial for intelligence analysts to quickly assess a security threat. To that end, tailored web-crawling platforms are essential tools for our GSOC to enable analysts to gather relevant data, assess it and communicate with customers with timely and relevant information. This is, in fact, one of the key attributes of a successful intelligence hub: being able to make sense of the data without being overwhelmed by information.

Intelligence. Technology. People.



CASE STUDY

CONVERGANCE, INNOVATION AND FLEXIBILITY

Services Provided:

Security personnel, key holding, alarm response, mobile patrols, camera patrols, remote monitoring, system design and technology.

What was the customer looking for?

Previously, the customer had several security providers across its portfolio, and as such, the service was very fragmented. They wanted a security partner that could integrate its security provision which required a fundamental re-engineering of security processes and procedures.

Understanding their risk profile and business strategy has been critical to the success of our partnership and our technology led approach.

How did Mitec help?

Our initial solution included a combination of security personnel, key holding, alarm response, CCTV patrols and mobile patrols with remote monitoring at over 40 locations - our approach was based on key security risks in their retail environment.

Mobilisation

A dedicated mobilisation manager oversaw this period, responsible for re-designing the service and ensuring that all our services were fully integrated. Within 12 weeks we turned our concepts and innovative thinking into an operational model.

We have introduced a number of initiatives to support the service delivery which included:

A fully integrated KPI and SLA reporting tool

We are tasked with monitoring all sites and providing an adequate response should there be a security issue. Our reporting is therefore critical to providing transparency relating to performance across all service lines - all delivered through our bespoke online reporting tool.

Paperless service

In becoming a paperless service we automated the on site assignment instructions, which include the escalation process for incidents, including contact names and numbers.

Security system upgrade

We were commissioned to design and install a security systems package to upgrade the existing legacy system by using a risk based approach.

The Pod

We have implemented a dedicated pod, where we manage all command and control for the contract, through the utilisation of a direct line and an addressed email account for only their sites. The pod is manned 24/7 by experienced control room operators, who have full visibility of the entire estate. They are responsible for checking that all officers are on duty, and ensure regular welfare checks as part of our lone working protection service.

The team remotely monitors all unmanned sites through camera patrols, as well as dispatching our response fleet should a security issue occur. The pod provides the eyes and ears at a holistic level, and is a central point of contact. The pod also offers a fully audited trail of all incidents, via a reporting process for all services.



Convergence, innovation and a flexible approach to the changing business needs were key to the development and implementation of a successful security strategy. Mitie's understanding of these requirements and their commitment to delivering security services that meet these strategic objectives was significant during deliberations and the award of the contract.

Retail Customer,
Head of Group Security

FRONT OF HOUSE



FRONT OF HOUSE

Mitie's front of house offering includes reception, meeting and event management, call services, internal floor coordination, audio visual support, telephony/switchboard, logistics and portage.

Every customer we work with is unique, and through understanding their needs and environment we work in partnership to embody their brand and enhance every customer experience. We want our customer visitors and guests to receive a welcome they'll remember - whether that's greeting them by name, helping them with luggage or providing travel updates that will help their onward journey, our team establishes a human connection with customers.

A new way to welcome

We are constantly looking to innovate, and the pandemic situation has prompted customers to re-evaluate technology offerings. We offer a range of technology enabled services, including our V-Greet virtual concierge tool, designed to ensure that we continually deliver outstanding customer experience.

The V-Greet is our virtual reception which enables seamless, fluid workplace experience with safety and productivity maximised. Our technology check-in process brings the following benefits:

- Key customer messaging can be displayed to all users
- Reduction of queues and therefore reduction in risk of contagion
- Time saved by efficiently directing guests to their host meeting point or workspace
- Pre-registration gives visibility of visitors to enhance the guest experience
- Frees-up Front of House teams to focus on delivering an exceptional workplace experience
- Improves safety as registered guests can be messaged in an emergency and their departure is recorded automatically
- Can assist with weather, security, travel updates and information on the local area, including taxi bookings



Here for your meeting?
Just say...

"CHECK-IN"



ipod

Managed mailrooms

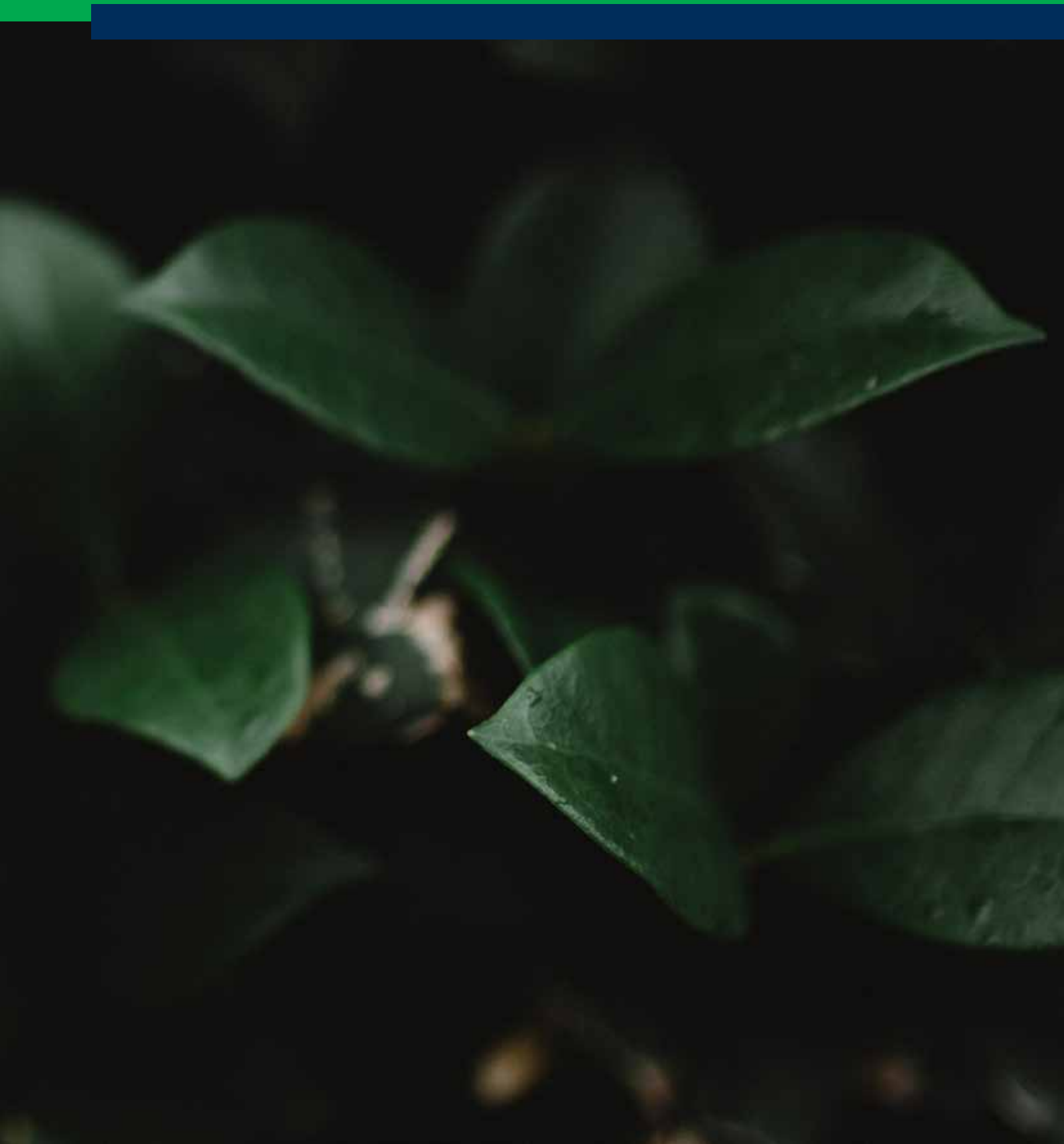
Mailrooms are critical to the smooth transfer of correspondence across organisations, internally and externally. We manage on-site mailrooms, courier services and print works, delivering efficiency and best practice. We use software to automate many low-value tasks and have developed a range of digital services that can not only reduce the need for premium storage space in our customers facilities, but also help our customers maintain a lean and agile workforce.

Our expertise in mailroom management enables our customers to remove admin-heavy processes and streamline their operations.





MAKING ZERO CARBON HAPPEN



PLAN ZERO

Increasingly, Irish and UK Government policy is to go further and faster to tackle climate change. From improving the energy performance of rented commercial buildings to bringing forward the Road to Zero target of ending the sale of internal combustion engine cars ('ICE') from 2040, to ensuring organisations comply with reporting requirements associated with Environmental, Social and Corporate Governance (ESG), initiatives are being launched and legislation is being drawn up to ensure Irish organisations play their part. Those that do not will fall behind and may be subject to penalties. Those that acknowledge and act on the imperative will reap the benefits.











Mitie has committed to achieving Net Zero operational carbon by 2025. Our Science Based Target means we will be Net Zero across our supply chain by 2035.

Infrastructure	Resources	Emissions
		
<p>Decarbonise our heating systems</p> <p>Use smart building technology to maximise energy efficiency</p>	<p>Remove single-use materials</p> <p>Use natural, non-toxic cleaning products</p> <p>Improve biodiversity</p>	<p>Electric fleet by 2025</p> <p>Switch to 100% renewable electricity</p>

What can Mitie do to help you?

By combining and leveraging Mitie’s expertise in sustainability, our award-winning data collection and analysis platforms, and our empirical knowledge of working environments, we are the catalyst and the enabler for customers to achieve ambitious targets, and we are the means to ensure they achieve them. This is Plan Zero.

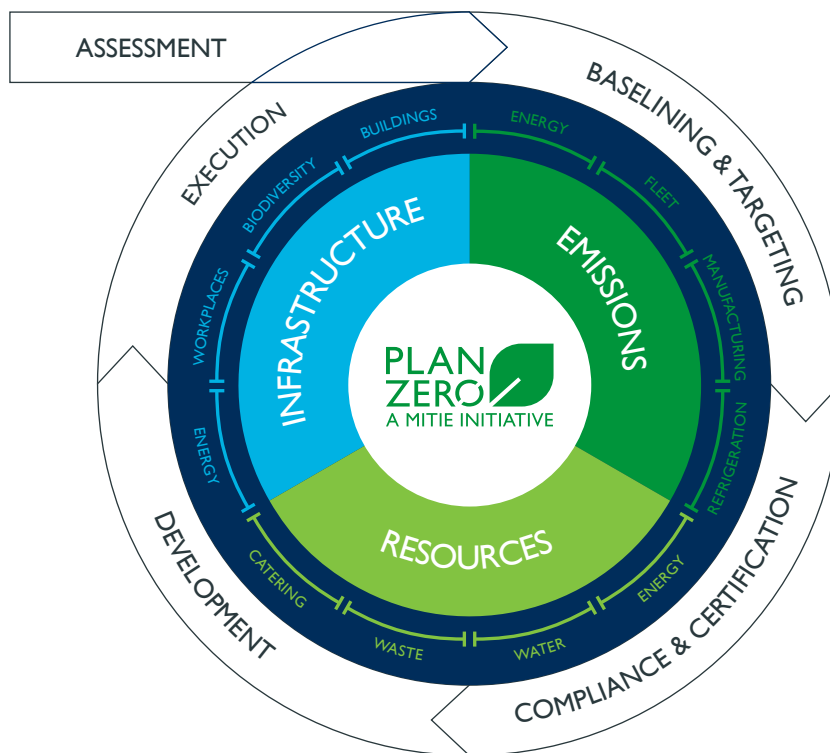
Our enabling Plan Zero capabilities

			
<p>Sustainable consulting</p>	<p>Carbon Compliance & certification</p>	<p>Smart energy procurement</p>	<p>Energy optimisation</p>
			
<p>Renewables & carbon projects</p>	<p>EV transition</p>	<p>Zero waste solutions</p>	<p>Biodiversity schemes</p>

Plan Zero focuses on a number of key areas to lower your operational costs and reduce your carbon footprint. For our customers we are not only making our Plan Zero initiative available, but we are doing so in a form that makes zero carbon possible, at zero cost.

Our A-E methodology can set out a Zero path for your business too.

The Plan Zero process has five distinct stages. Each stage involves key actions and deliverables that inform and propel the next, and so on.



ASSESSMENT	BASELINING AND TARGETING	COMPLIANCE AND CERTIFICATION	DEVELOPMENT	EXECUTION
Understand and evaluate current status and calibrate stakeholder teams.	Compare against industry norms, set targets and create a comprehensive strategy to meet them.	Ensure compliance to latest regulations and attain certification where possible.	Develop a practical plan, complete with detailed funding proposals, to achieve targets and where possible, deliver zero carbon at zero cost.	Execute the Plan Zero strategy to achieve net zero, deliver CapEx/Opex, elevate ESG, and remove costs.

CASE STUDY

INTERNATIONAL CONSULTANCY

Sustainability is a key priority of most leading organisations. After all, it is an essential part of ensuring future profitability. Naturally some businesses are further on in their sustainability journey, which is what makes baselining both sustainability and carbon reduction performance against similar organisations so important.

Mitie undertook this aspect of Plan Zero on behalf of the UK and Ireland branch of an international consultancy, for which the Mitie Smart Energy Procurement Team procures energy for 40% of its assets on a renewable energy contract.

Mitie's dedicated Sustainability Manager worked alongside the organisation's Global Sourcing and Procurement Director to complete an audit of relevant data. The scope included usage and carbon emissions related to:

- Electricity
- Gas
- Water
- Waste
- Travel (Flights, rail and taxi journeys)

Once the data had been supplied and collated, it was uploaded into a dashboard to assist with illustrating how the company compared to competition in the same sector. This showed that the firm was behind other organisations in some respects. Catching up to align with or surpass competitors is indeed a key driver for many businesses when setting challenging sustainability targets.

The outcome of the baselining exercise was presented to the company's sustainability steering committee and some changes have already been implemented. For example, rather than simply sending waste to landfill, the firm is now attempting to support the circular economy by recycling or repurposing materials. They also use compostable food containers rather than single-use, non-recyclable and non-compostable equivalents.

Mitie also made corresponding science-based target recommendations with a five-year projection. Such targets are the globally accepted standard for companies wishing to reduce their carbon footprint and are bespoke to each organisation. They specify what participants need to do to help limit global warming to below 2°C above pre-industrial levels, and to pursue efforts to further limit the extent of warming to below 1.5°C.

Mitie's recommendations would see a 4% reduction, year-on-year.

As a result of baselining it was found that transport proved to be a key contributor to the client's total emissions. In fact, in 2019, Scope 3 emissions accounted for 71% of total emissions, with transport responsible for over 90% of this. The client was therefore above the Science Based Target Initiative's 40% threshold, which meant reporting of additional emissions was required for an accurate reflection of carbon footprint. It was also necessary in order to qualify for an approved science based target acknowledgement.

Without benchmarking, this information may have been overlooked and a review of transport policy and ingrained culture would not have been a client priority. The organisation is now considering options, including offsetting, to mitigate its significant footprint.

CONNECTED WORKPLACE



CONNECTED WORKSPACE

Why the Connected Workspace?

Mitie's award-winning Connected Workspace technology makes managing and maintaining your facilities easy and intuitive. It offers colleagues a great workplace experience and gives property and facilities teams access to insightful data, plus the ability to manage spaces seamlessly.



How does the Connected Workspace work?

The Connected Workspace enables safe, sustainable and seamless facilities. Our technology provides data and insight relating to asset performance and energy consumption, enabling efficient asset maintenance. Spaces can also be utilised in the most efficient way.

Safe, sustainable, seamless facilities



Asset Health Monitoring

24/7 asset monitoring ensures the health of assets is stable and optimised.



Preventative Digital Maintenance

Proactive asset maintenance assures asset performance and uptime.



Digital Workplace

Improving the utilisation of space and user experience.



Aria

Aria is Mitie's building user application for smart phones (Android and Apple). This application allows building users to interact with their building and Mitie directly so that we inform the building user and allow them to interact with the building in a modern way. Customers will also be able to push notifications to staff about catering offers, business updates or any other group wide communications.

Aria allows your people to easily interact with their building and Mitie people delivering the FM services



Personal notifications and actions such as visitor arrival, parcel delivery and incident response.



Raise and query jobs without calling the helpdesk using the chatbot Esme.



Browse, order and pay for drinks from onsite facilities. Works with Yoyo and Boxed payment options. Collect loyalty points.



Location specific information helping users find spaces such as desks and meeting rooms.

Live Desk & Room Availability

Every floor and area is visible in real time, avoiding the need for colleagues to wander around in search of an empty desk or safe space.

Dashboard

Provides information on actual utilisation over a given period. Information can be filtered using time period or a specific area.



Floor Plans

Dashboard information can be plotted on to uploaded floor plans and RAG coded for simple visual reporting.



Workplace insight reports

We can also provide detailed Workplace Insight Reports, providing:

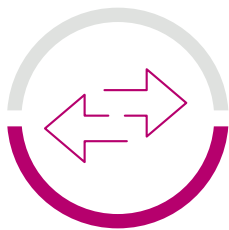
- environmental trend analysis for temperature, CO2, noise, light and relative humidity for comparison with building comfort policies
- space utilisation data through visual dashboards
- idle work space analysis to rationalise usage, introduce design improvements or explore opportunities to use spaces more effectively and efficiently



Service Operations Centre

The Service Operation Centre brings together a dedicated team of experienced engineers, subject matter experts, advanced processes and powerful analytics and diagnostics tools. These enable the delivery efficient predictive, preventative and remedial support for our customers buildings, 24/7/365.

Connected intelligence and experience



Automated workflows

A centralised intelligent platform is the eyes and ears on the performance of all connected assets.

Deviations and trends are automatically identified and automated workflows ensure that corrective action is performed in a timely manner.

100+
Customers connected



Experienced subject matter experts

Experienced SOC engineers are on-hand to review the output from real-time data telemetry that feeds intelligent rule-sets and algorithms.

Our experts use the data to determine the actions required.

44,600
Assets remotely



Connected to engineers

SMEs can share their many years of experience and provide advice to our connected engineers.

Live video and still images can be shared between the engineer and the SOC SME. Key documents such as manuals, wiring diagrams and schematics can be sent directly to the engineer in the field.

350k
Channels monitored

CASE STUDY

A LARGE RETAILER

Mitie installed 2,334 sensors across 7 floors of a client's Head Office building. The data collated identified that the space was underutilised by 25%

Action was quickly taken including:

- Vacating and subletting a floor
- Moving 1394 colleagues across the remaining floors
- Reconfiguring the area to accommodate an additional 200+ colleagues

The Outcome?

Significant cost savings from the vacated floor along with further savings generated through relocating staff from one building to the more efficiently used Head Office.



AIR QUALITY TECHNOLOGY AND UVC ASSURANCE



AIR QUALITY TECHNOLOGY AND UVC ASSURANCE

Combining our exceptional skills and expertise, Mitie have partnered with Luxibel, a global provider of UVC Disinfection Systems, to introduce cutting-edge air cleansing technology to support customers and enhance the safety assurance in properties.

Harmful bacteria, viruses and toxic gases are just some of the agents known to circulate indoors. But in offices, airports, shopping centres and public and private spaces, building users can breathe easy with Mitie's air disinfection technology.

The Luxibel UVC (Ultraviolet) purification lamp uses the latest technology to blitz a number of known airborne and surface contaminants, ensuring indoor air and surfaces are extensively disinfected, fresh and clean, maintaining peace of mind for colleagues, customers and guests alike. This chemical-free innovation can be installed as a wall-mounted unit, concealed within existing vents or even disguised as a ceiling tile.

The lamps will use their radial reach to treat airborne and waterborne particles, and surfaces. As an example, waterborne pathogens from coughs, splutters or sneezes will drop because of their weight and end up on a surface.

- UVC is [ultraviolet light](#) with wavelengths between 200 –280 nm.
- This form of light radiation is germicidal and used to help eliminate harmful microorganisms.
- It has the ability to destroy the RNA and DNA of bacteria, viruses and other pathogens from air, surfaces and water and [prevent them from multiplying](#).

What other options are there?

Technology	Medium	Strength	Weaknesses
Water peroxide	Liquid	High disinfection rate	Health issues if in contact with humans not possible to implement in society
TiO ₂	Small particles, powder	Low power, efficient disinfections	Category 2 carcinogen by inhalation. Needs UVC light
O ₃	Gas	Reduces odours	Limited concentrations allowed, difficult to control

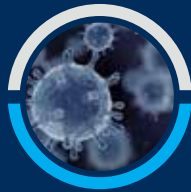
Benefits of choosing UVC:

- ✓ Dangers of UVC are researched and controlled
- ✓ Temporary or permanent scalable solution for all public places
- ✓ Affordable, low maintenance solution
- ✓ Static solution against most known viruses, bacteria and fungi

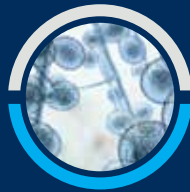
Can UVC help prevent covid-19 transmission by reducing contamination?



Antibacterial



Antiviral



Antifungal



Anti-mould

The International Ultraviolet Association (IUVA) believes that UVC disinfection technologies can play a role in a multiple barrier approach to reduce the transmission of the virus causing COVID-19, SARS-CoV-2 (L strain), based on current disinfection data and empirical evidence.

SARS-CoV-2 showed high susceptibility to UVC irradiation technology, when used correctly.

As simple as changing a lightbulb

1

Simple installation

Quick

Optional remote or BMS connections

Can make use of existing circuits and automated lighting systems

Minimal disruption

CE approved.

2

Minimal maintenance

6-monthly B Air filters

Annual lamp change

Recommend 6-monthly check of lamp output using UVC meter

9000 hours runtime.

3

Maximum reassurance

UVC Reactive Stickers: UVC dosage display stickers will be placed throughout workspaces, to demonstrate the continual UVC effectiveness taking place as they work

Cleaner air will improve colleague confidence

Air quality improvement can lead to enhanced employee wellbeing and productivity.



Our UVC offering will provide our clients and colleagues with reassurance that their working environments are safer, sanitised and more comfortable”

Tony Chase - Head of Critical Engineering and Technical Assurance

The blue light for more comfort and safety

Direct sources have a huge range of applications in many sectors; examples include commercial, industrial, retail, transport, leisure, medical, educational and hospitality.



B Direct



B Direct II



B Hybrid



B Air V2



B Square



B Cannon





What are the benefits?



Chemical-free

UVC technology is environmentally friendly and leaves no chemical residue when used on surfaces, in water or in air.



Effective

UVC has been proven to be effective against waterborne and airborne pathogenic microorganisms and many other bacterial, viral and parasitic diseases.



Measurable

The disinfection effect is directly related to the UVC dose, so its effectiveness can be simply measured using on site indicators and sensors connected to our service operations centre.



Rapid result

UVC works rapidly and the effectiveness can be monitored with simple, visual guides.



Low cost

UVC installations have low capital and operational cost and can be installed quickly with minimal disruption.

SUMMARY

As a nationwide total facilities management provider we take pride in the services we deliver to our customers - keeping their estates maintained, safe and welcoming.

Our self perform teams work in every county on the island of Ireland whether they are providing technical maintenance, cleaning, industrial cleaning, security, front of house and mail room duties or managing and completing projects.

We are committed to providing high quality services to our customers which deliver the basics brilliantly and build on this foundation to ensure service excellence and long term value.

Being awarded Overall Excellence in FM at the FM Awards in 2021 was a proud moment for us, along with being the only FM company accredited in workplace wellbeing.

Whether you need technical maintenance and cleaning in your data centres, security for your office buildings, GMP cleaning for your production facilities, a connected workplace solution to embrace workplace technology, front of house services for your flagship buildings or a full suite of FM services, we would be delighted to discuss how we can assist you and add long term value through our customer focused, partnership approach.





We knew we had a partner in Mitie before Covid-19, and that thankfully made the unrelenting challenge of Covid-19 easier to deal with. Working alongside a partner who cares about the success of your business in the same way that you do is refreshing

Professional Consultancy Client



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