

THE EXCEPTIONAL, EVERY DAY.



mitie

CLEANING

# MITIE CLEANING & HYGIENE SERVICES

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## SOLUTIONS OVERVIEW



EXCELLENCE. INNOVATION. ASSURANCE.

## WHAT IS MITIE CLEANING & HYGIENE SERVICES?

With a focus on excellence, innovation and assurance, we are the largest cleaning provider in the UK, with over 25,000+ colleagues covering every corner of the country.

An award winning, people-centric business, our highly trained and technology-enabled cleaning teams implement a scientific approach to ensure we deliver on our customer promise of delivering the exceptional, every day.

**Mitie pride ourselves in offering the widest capability of self-delivered cleaning and hygiene solutions, allowing us to ensure only the highest quality and qualified personnel are used to deliver these hygiene services, which provides our customers with the assurances they can operate effectively in a post-COVID world.**

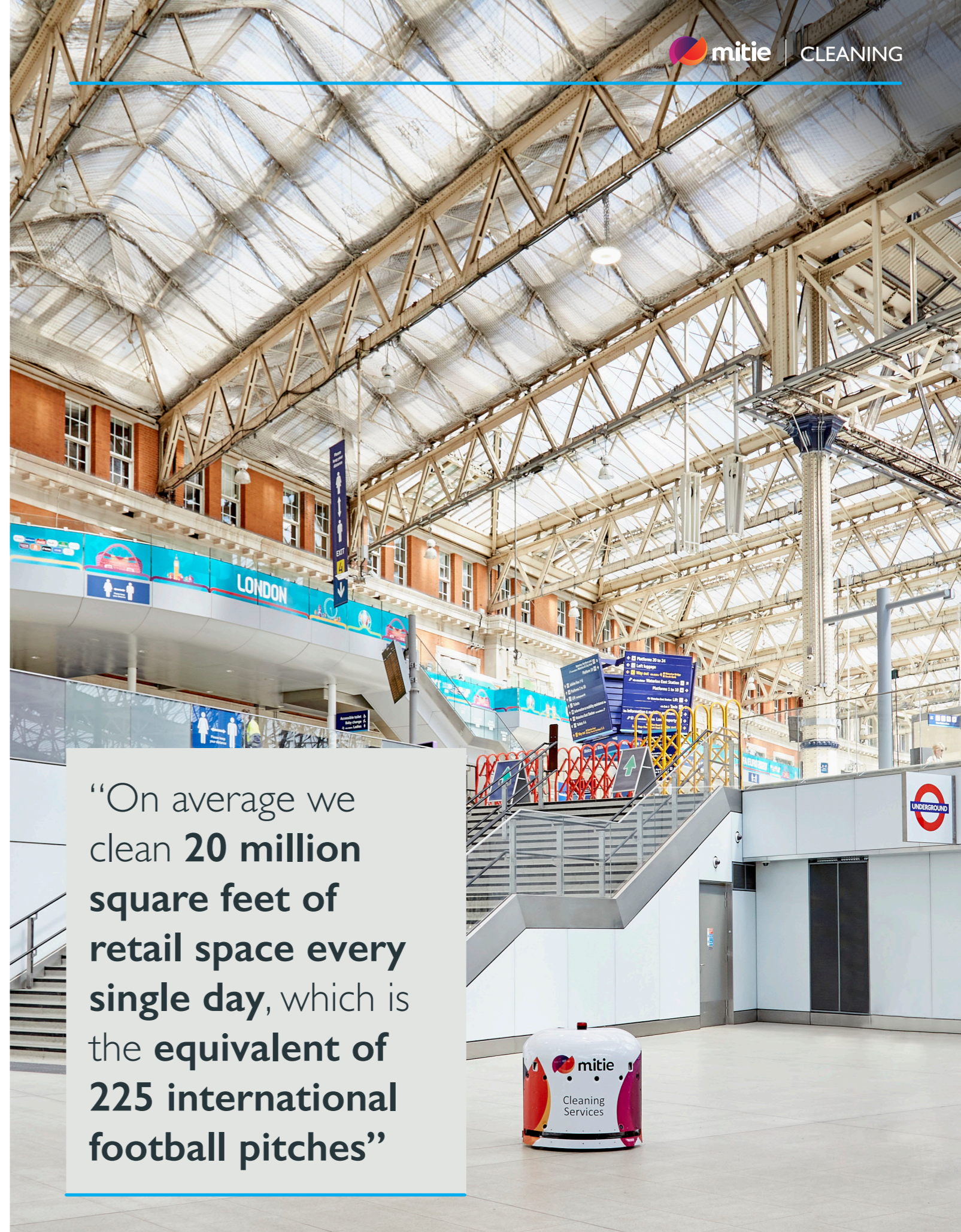
We deliver cleaning and hygiene solutions across a variety of sectors, for some of the biggest companies across the UK. From unique, exclusive products such as Citrox, to deep cleans, comprehensive exterior cleans, cleanrooms and more, we can provide tailored cleaning and hygiene solutions designed to suit your industry and requirements.

We proudly put innovation at the heart of everything we do, combining technology with the expertise of our highly trained cleaning operatives to give you the assurance that your facilities are hygienic, sanitised and safe for your people, helping your business improve performance, perception and reputation through exceptionally clean environments.

We have also played an integral part in the UK Government's efforts to tackle the COVID-19 pandemic, proving instrumental in the setup and daily operation of over 190 COVID testing centres nationwide.

Our broad range of customers and vast geographic footprint ensures that we're able to deliver quality-driven, customer-centric and science-backed cleaning and hygiene solutions, whether for single sites or national portfolios.

We have relationships with the top equipment manufacturers and material providers, ensuring that we deliver the very latest innovations and maintain our industry-leading service, delivering hygienic spaces to assure our customers.



“On average we clean **20 million square feet of retail space every single day**, which is the **equivalent of 225 international football pitches**”

## SUPPORTING A SAFE RETURN TO WORK

As the world recovers from the COVID-19 pandemic, businesses have now started to shift their focus to colleagues returning to the workplace. A key consideration is now the cleanliness of workspaces, and providing safe, sanitised locations for colleagues. In order to deliver their best, it is vital they have the assurance that their environment has been treated to keep them safe from viruses and harmful bacteria.

With workplaces often being communal, featuring numerous touchpoints and collaboration spaces hosting multiple users at various times throughout the day, often in quick succession, a particular emphasis must be placed on optimising the cleaning of these areas.

To support businesses in delivering a safe return to work following the COVID-19 pandemic, we have assembled a holistic suite of cleaning and hygiene services that will ensure your workplace is clean and sanitised.

Combining our exclusive CitroX suite of products, our industry-leading deep cleans, and our range of workplace solutions, these services enable you to create a COVID assured working environment for your people.

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## CITROX

We put innovation firmly at the heart of everything we do. With a view to consistently deliver the latest, industry-leading solutions, we introduced a suite of Citrox products into our portfolio. A Mitie exclusive in the facilities management sector, Citrox is totally natural, non-toxic, non-oxidising, non-mutagenic, non-carcinogenic, hypoallergenic and non-corrosive.

Citrox is provided in three main forms, Citrox Misting, CitroxProtect, and Citrox hand gel. Applied by trained biotechnicians in full PPE, our Citrox Misting solution helps to combat pathogens landing on surfaces and in the air, leaving a residual barrier on surfaces to prevent further spread of viruses and bacteria. A key component of our COVID assured cleans, Citrox Misting works best when combined with CitroxProtect on touchpoint surfaces to provide a holistic clean.

CitroxProtect combines Citrox with Silicone Dioxide (SiO<sub>2</sub>), commonly known as liquid glass, and is the world's first eco-safe, natural microbiota barrier. Effective on any surface, CitroxProtect provides assurance for your people and customers that the environment has been treated with a protective layer. CitroxProtect is suitable for a range of

work environments, including offices, kitchens, retail and more, giving long lasting protection to surfaces.

Finally, Citrox hand gel gives you and your people peace of mind that not only are key touchpoints and surfaces protected, but they have a level of personal protection too.

Citrox has already **played a key role in the fightback against COVID-19**, helping to create environments that are safer for colleagues and customers to return to, having already been utilised by **Vodafone, Sainsbury's, Heathrow Airport, Manchester Airport, Red Bull, Sky**, and more.



**1.9 million sq. ft.** of real estate has been treated with Citrox since its introduction.

## DEEP CLEANS

With cleaning at the forefront of people’s minds in a post pandemic world, having confidence that an area is clean has never been more important. Conducting a deep clean delivers assurance your premises are safe and hygienic for your colleagues and visitors.

With a much greater emphasis on cleanliness and hygiene all around us, people are becoming more critical than ever:

Undertaking a deep clean of a premises regularly can ensure that you have protected your colleagues and delivered the reassurance that they are in a hygienic space.

In addition to our Citrox solutions, we provide 'traditional' deep cleans

to ensure your entire workspace has been effectively cleaned and necessary hygienic steps have been taken.

With workplaces and public spaces playing host to high-levels of social interaction, with multiple high-traffic touchpoints, deep cleans are becoming key components of a holistic cleaning solution, providing reassurance that your spaces are safe and hygienic.

Undertaking a **deep clean** of a premises **regularly** can **ensure** that you have **protected your colleagues** and delivered the **reassurance** that they are in a **hygienic space**.

We have completed **over 3,000 call outs** for confirmed cases of COVID-19, delivering deep cleans to sanitise and secure our **customers’ businesses**.



## WASHROOMS

Washrooms are an important part of your working environment, probably more than you realise.

Your washrooms speak volumes about your organisation and its hygiene standards, potentially affecting how people perceive your company. Providing a clean, pleasant and safe washroom is one of the most important cleaning rituals for your company to maintain.

At Mitie, we provide demand-led, service optimised and smart washroom management.

By implementing live washroom usage tracking, we are able to determine when cleaning is required, and what specific set of facilities requires attention at that time.

In order to achieve this, we retrospectively install at our cost, through our investment in excellence, a revolutionary PIR (Passive Infrared Sensor) system linked to a SmartThings Hub.

This simple unobtrusive beacon records washroom usage and footfall throughout the day. This data is then sent to our web system, which triggers a text message to our staff that directs their attention and resources to the area in which it is most needed.

The level of usage and footfall required to trigger a text message to staff can be customised depending on your specific needs and resources, or according to the busiest periods for your business or location.



Our **demand-led cleaning solutions** can deliver **20% time or labour savings**

## DAILY OFFICE CLEANS

Maintaining a clean and hygienic workplace for employees not only makes for a healthier working environment, but can also demonstrably improve employee productivity, increase motivation and boost morale.

We deliver comprehensive cleaning and hygiene services to help you create an exceptional environment for your employees that enables them to deliver their best work.

We offer these services to all types of office facilities, from high street banking outlets to large scale multi site operations, as well as million sq. ft. plus single sites in both the blue chip and public sectors. In every situation individual business requirements can be significantly different in each building and location, from historic finishes through to state of the art designs, and our broad range of skills and experience enables us to provide solutions for all needs.

We clean for some prestigious buildings, including **The Shard**, **Hogan Lovells**, and **Deloitte**.

## CARPET CLEANING

As an in-house delivery service, carpet cleaning is one of the most important elements of a comprehensive cleaning solution, with carpets often harbouring dirt, germs or allergens that can prove to be harmful if left untreated.

We provide a variety of specialised carpet cleaning services that are tailored to the specific needs of your business and your carpets, including shampooing, Cimex encapsulation, hot water extraction, and the most sustainable option, steam cleans.

We offer these services to all types of office facilities, from **high street banking outlets** to **large scale multi site operations**, as well as **million sq. ft. plus single sites** in both the **blue chip** and **public sectors**.



Our Cleaning Operatives clean **1.6 million sq. ft.** of carpet every year.



We clean canteens for bases in the **Falkland Islands, Gibraltar, Cyprus and Ascension Island.**

Our mopping solutions can clean **over 20,000 sq. ft. per hour.**

## CANTEEN CLEANING

Canteens can be particularly problematic when it comes to hygiene in a post-COVID world.

Serving as both communal areas and places where people will be interacting with and consuming food, the quick turnaround of people makes the sanitisation of these areas both a necessity and a challenge to carry out without disrupting service.

Our team of highly-trained Cleaning Operatives deliver canteen cleaning to British Institute of Cleaning Science (BICSc) standards whilst enabling you to maintain consistent service.

Our solution covers the cleaning of floors (an often overlooked source of pathogens), chairs and tables, food counters, food preparation areas, microwaves, fridges, freezers, dishwashers, and kitchen utensils.

Furthermore, we use all food approved chemicals, as well as appropriate colour coded equipment and products, to ensure your canteens and kitchen areas maintain the best hygiene standards for the safety of your colleagues and customers.

## DAILY FLOOR CARE & SPILL RESPONSE

Restrooms are one of the main sources of complaints for businesses, and unsanitary floors is the main cause of these hygiene concerns.

One of the less interesting cleaning tasks - but no less important - is the cleaning of the floors in these areas, and we are applying our commitment to innovation into our mopping processes by replacing more traditional methods with faster and more effective solutions like the OmniFlex SUV all-in-one system. By implementing the OmniFlex SUV, we enable our customers to provide effortlessly clean restrooms for their colleagues and customers, addressing one of the main sources of complaints before they arise.

This all-in-one solution replaces mops and buckets, wet vacuums, and dust mops, whilst also reducing the volume of waste by up to two-thirds with its integrated trash compactor.

Combining high-speed push-behind cleaning for large areas with the precision and flexibility of a vacuum wand for smaller, congested areas, tight corners, or grouted floors, the OmniFlex SUV is three-to-four times faster than mopping and 30-60 times better.



## TRANSPORTATION



Our services are delivered to a number of high-profile customers within the transport and aviation industry. The nature of these industries means they often require a particularly quick turnaround on cleaning service delivery, with planes and trains often needing to be cleaned at speed before departing with another group of passengers.

We clean the spaces required for **276m+** passenger journeys every year.

Our Cleaning Operatives have the experience and training to complete these expedited cleans without disrupting service. With this quick turnaround of customers in a short period of time it is only natural that COVID-19 will also be a concern, but

we combine our training and experience with our Citrox products and COVID assured deep cleans to ensure the safety and wellbeing of your colleagues and customers throughout their journey.

## IT HYGIENE



Our cleaning and hygiene experts and industry-leading solutions can ensure all your IT equipment is cleaned and decontaminated effectively without disruption to employee productivity or interference with operation, ensuring this equipment can continue to be the technological backbone of your business.

We complement this with our CitroxProtect wipes to enable your staff to treat their own IT equipment or personal phones, ensuring that their equipment is sanitised.

Thanks to the pandemic, touchpoint surfaces at your location face more scrutiny than ever before. Ensuring high-touch areas are safe is now a primary concern, however, one potentially neglected area is ATMs.

Whether internal or external, ATMs remain a high-traffic area for your colleagues and the public alike, sometimes acting as the only point of contact between a customer and

your location. With multiple users in swift succession, keeping ATMs clean and sanitised to prevent cross-infection is a critical element of a comprehensive cleaning solution.

Our dedicated teams across the UK ensure that any ATM on your premises remains clean, safe, and hygienic, giving reassurance that you have taken all necessary steps to protect your colleagues and the public.

Our Cleaning Operatives clean **over 60,000 ATMs** every year.

## HIGH-LEVEL WORK

We have over 2,500 colleagues qualified to work at height and conduct a wide range of cleaning and hygiene services across multiple sectors.

Our trained colleagues deliver solutions including builders and process commission cleans, solar panel (PV) cleans, guttering and roofs, internal and external atriums, cladding and brickwork and high-level window cleans.

High-level cleaning work will always require trained specialists, and we are proud to self-deliver our solutions. Through expert management and careful planning, we ensure all our work at height is conducted in line with industry best practice and is compliant with all required legislation.

## WINDOW CLEANING

In addition to our high-level window cleaning, delivered by qualified operatives utilising a cradle, we also self-deliver reach and wash solutions and traditional window cleaning services.

Through our investment in people and the latest solutions, over 80% of our solutions are now delivered in a ladder-less way, ensuring the safety of our people, without compromising the quality of the clean.

Thanks to our expert delivery and consistently high standards, we are trusted to keep windows clean at some of the UK's most iconic businesses and locations, including Heathrow Airport and Manchester Airport. Every customer and sector has a different requirement, and we are proud to work collaboratively to deliver exceptional service, every time.

## GRAFFITI REMOVAL

With the pandemic and subsequent lockdowns resulting in more and more premises being unoccupied for extended periods of time, the risk of workplaces and properties being subjected to unwanted vandalism and graffiti has never been greater, with unsightly imagery and messaging potentially causing significant damage to a business' perception and reputation.

Graffiti can prove particularly troublesome to remove safely without harming the underlying surface. Our team of specialists are equipped with a variety of solutions, including lower-pressure systems for areas needing a more delicate touch, to remove graffiti regardless of the material or surface that they are on.

Trusted by Network Rail, our experts ensure that any unsightly graffiti is swiftly removed without disrupting your business and operations.



Every year we clean **19,000 bus stops, 6,000 traffic light control units and 7,000 bus shelters**, cleans that regularly involve the removal of unsightly graffiti.

Our Cleaning Operatives regularly complete high-level window cleaning for Deloitte, scaling their **16-story high-rise building in London**.

We clean over **10,000 windows every day, or 2.6 million windows a year**.





## CAR PARK CLEANING



Often forgotten in the world of cleaning, car parks are a customer's first impression of your business, and first impressions count.

We have the **dedicated personnel, expertise, and equipment** to help you maintain your car park.

Whether it's unsightly graffiti, discarded chewing gum, or oil stains, our car park cleaning professionals come equipped with years of experience in outdoor cleaning practices to maintain the appearance of your car parks. In addition, maintaining these important revenue streams can be crucial to attract customers and ensure return visits.

Whether it's an independent car park, multi-storey, local council, or a shopping centre in need of a comprehensive car park cleaning service, we have the dedicated personnel, expertise, and equipment to help you maintain them.

## HIGH PRESSURE WASHING



Our Cleaning Operatives are licensed to complete jet washing at **35,000 psi. That's 15.625 tons of force per square inch.**

We offer professional high-pressure jet washing services, with variable pressures to cater for all building and material types, from more delicate services to listed buildings.

All of our cleaning professionals receive thorough training for all of our pressure processes and equipment, giving them the relevant knowledge to deal with the varying buildings and surfaces they will encounter, and providing you with assurances that your buildings and properties are in safe hands.

## STRIP & SEAL FLOORING



We have highly skilled operatives that provide strip and seal solutions protecting your floor from scuffs and marks that can accumulate from regular use and in high-traffic areas.

Deep cleaning the floor's surface before applying a coat of sealer that protects the flooring beneath from the wear and tear of everyday use, our strip and seal solutions can drastically improve the condition and appearance of your flooring.

We strip and seal **1.7 million sq. ft.** of flooring annually. That's **more than 2 x Buckingham Palace**

## BIOHAZARD CLEAN-UP

An often-challenging task, our experts have access to a wide range of specialist products and solutions to assist with biohazard clean-ups. From the safe disposal and clean-up of needles and paraphernalia, to cleaning up after accidents and incidents on railways, our experts know how to sensitively handle all situations.

Safety to the public and our people is paramount which is why anyone working in our biohazard cleaning teams is supplied with all the correct PPE, appropriate biohazard cleaning products and equipment to keep them safe, whilst simultaneously having open conversations to ensure they are fully aware of the types of situations they may be required to assist with and are comfortable delivering these services.

Discreetly and efficiently cleaning in these situations is difficult, but our highly-trained operatives ensure a comprehensive clean is delivered effectively to ensure normal service can be resumed as soon as possible.



We complete **over 1,600 biohazard clean-ups every year.**

## TECHNOLOGY & INNOVATION

Technology has evolved at a rapid pace, particularly the last few years. With more innovations than ever, it is up to cleaning teams to select the most appropriate solutions for their needs to deliver maximum efficiency without compromising on the quality of finish.

Able to be implemented in a wide array of environments and fit a multitude of requirements, cleaning technology is fast becoming an essential consideration for a modern cleaning solution. Through multiple efficiencies, cleaning technology can enable on-site cleaners to focus on other areas, specific cleans or more detailed cleans to ensure a holistic cleaning service is delivered.

Innovation is one of the core pillars of our cleaning service, and we pride ourselves on consistently innovating and iterating in order to improve our service delivery. Our solutions range from cutting-edge UVC disinfection systems, accident mitigation methodology, sensors and demand-led cleaning.

One additional area that has seen a particular boom has been robotics; growing in popularity due to their ability to deliver efficient services, robotics is a key component of Mitie's commitment to driving efficiency and hygiene through technology.

By implementing technology alongside more traditional, people-led cleaning solutions and taking a blended approach, organisations can truly get the best of both worlds, with an efficiency driven, high-quality output.

Delivering integrated technology solutions to drive more efficient service is key, and we continue to explore, test and implement new technologies to deliver hygienic, safe spaces to our customers.

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.

## Mitie Cleaning Services

Improving Service and Sustainability Through Robotics

CASE STUDY

Mitie is continually evolving its service offering, particularly in the aftermath of the pandemic, to ensure customers receive the most beneficial service it can possibly provide. One area that has seen a particular boom in recent years has been in the realm of robotics.

Using automated technology has obvious benefits, but Mitie have led the way in implementing automated vacuuming to improve service.

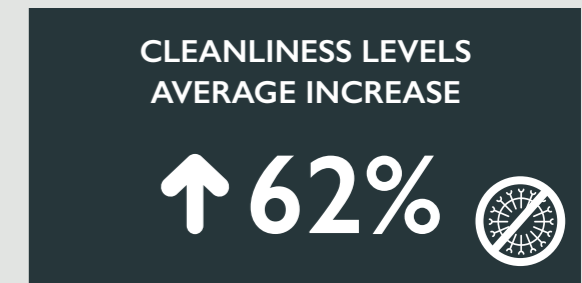
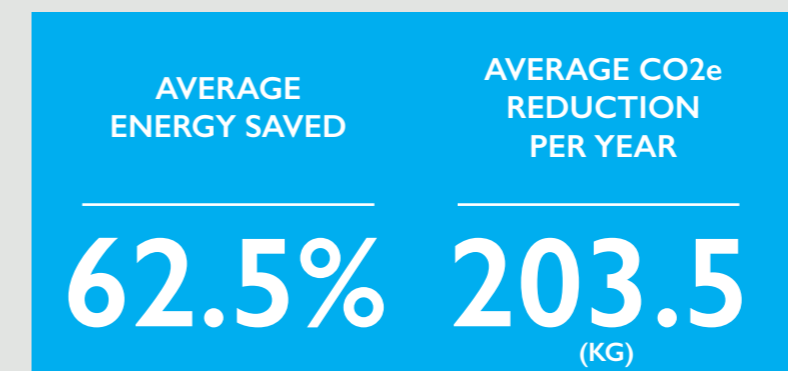
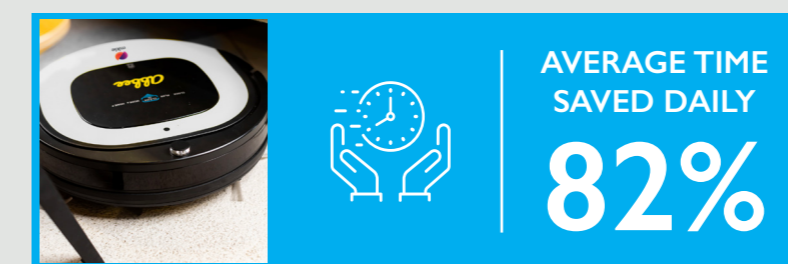
AUTOMATED VACUUMING		
	HIGH-PROFILE CORPORATE	EDUCATION ENVIRONMENT
Number of Hives required	3 hives	7 hives
Automated vacuuming	11 mins per hive	29 mins per hive
Total automated vacuuming time (includes emptying dust box, which is not required daily)	33 minutes	3 hours 25 minutes
Minimum time saved daily	02:26:42	10:34:54
<b>% Minimum time saved daily</b>	<b>82%</b>	<b>76%</b>

Mitie implemented robotic cleaning solutions, the "Abbee Hive" in multiple locations across different sectors. The trials included hygiene tests, time studies and electricity consumption monitoring.

In one location, the trial showed that using 30 robots as an alternative to traditional tub vacuuming saved the team 2 hours and 25 minutes whilst covering the same area.

The team took controlled tests using the ATP Hygiene EnSURE Touch to establish the overall improved cleanliness over a period of three days.

The test involved taking swab tests from three specific areas. Tests were completed before and immediately after automated vacuuming took place. The results showed a significant improvement in floor cleanliness, as well as that of a healthcare setting.



## UVC ROBOTS



The World Health Organisation has stated that COVID-19 can persist on surfaces for periods of time ranging from a few hours to several days. In addition, reports from the CDC have indicated that floors are an often overlooked source of pathogens that can spread throughout facilities.

Our UVC robots can **disinfect 18,000 sq. metres** on a **single charge**.

We implement a range of UVC robots that combine floor scrubbing with UVGI (ultraviolet germicidal irradiation) technology to deliver unprecedented cleaning and hygiene standards for our customers.

Backed by decades of supporting studies, UVC is a widely used germicidal

solution. Exposure to UVC light deactivates the DNA of bacteria, viruses, and other pathogens, destroying their ability to multiply and cause disease.

By combining floor scrubbing and UV radiation, we provide our customers with assurance of the highest rates of disinfection and sanitisation.

## AIR PURIFICATION



Combining our exceptional skills and expertise, Mitie has 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.

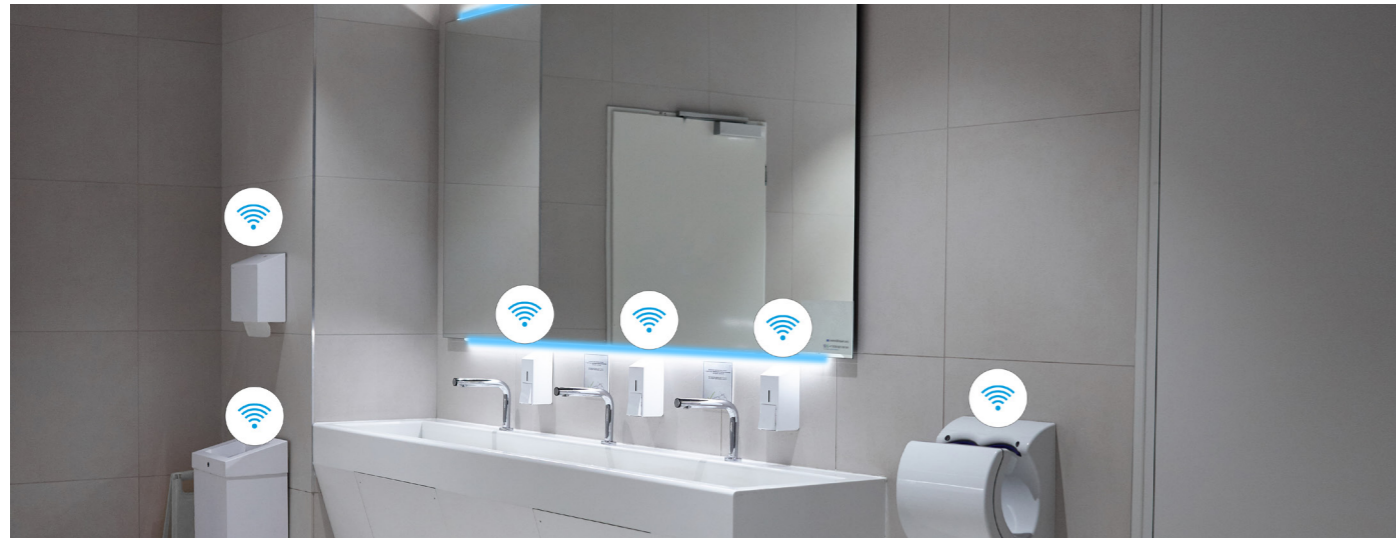
The Luxibel UVC (Ultraviolet) purification lamp uses the latest technology to blitz a number of known airborne and surface contaminants, ensuring indoor air and surfaces are extensively disinfected, fresh and hygienic,

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.**

They help protect against airborne pathogens, creating a safer and more beneficial indoor environment with the power of light.

## SENSORS



By implementing an array of sensors within our comprehensive cleaning solution, we are able to use data to drive our cleaning delivery and improve hygiene standards throughout our customers' businesses.

Sensors can account for **reducing dispenser checks** by up to **91%**, potentially **saving hundreds of hours** per year.

Our system uses real-time data to help our Cleaning Operatives work smarter; target urgent cleaning requirements, boost hygiene and quality, and reduce waste – all while maximising efficiency and creating safer environments.

There are many benefits to implementing demand-led cleaning within your business. These include avoiding dispenser run-out by tracking real-time data on consumption levels and

visitor numbers, eliminating over-and-under cleaning by shifting from static cleaning rounds to needs-based work, creating extra time for Cleaning Operatives that can be dedicated to other cleaning and hygiene related tasks, improving reporting, analytics and KPI tracking for contract fulfillment, and reducing consumable waste by knowing exactly where and when refills are required or how much is required for the cleaning of a particular area.

## ACCIDENT MITIGATION



Slips, trips and falls remain the biggest causes of accidents, with a substantial human and financial cost for businesses.

Our industry leading methodology is designed to make your existing floors safer, cleaner and more hygienic whilst reducing accidents and claims by more than 50%, saving your business a significant cost in potential insurance claims and pay-outs.

By choosing Mitie's services, you no longer need to decide between aesthetics and safety when it comes to the flooring of your premises; we can treat

shiny stone and tiled floors to make them safe even when they are wet.

All of our slip prevention services are pendulum tested, the same method used by the HSE and slip accident court cases to determine whether a floor is safe, assuring you that your floors are as safe as possible and equipping you with evidence to defend any potential claims.

**£10,000** is the average slip accident insurance claim cost, but the true cost of an accident can **exceed £100k.**



## KITCHEN & DUCT CLEANING

Kitchens are among the most sensitive environments when it comes to cleaning and hygiene.

A kitchen that does not maintain certain cleanliness standards can have severe consequences, with cross-contamination of allergens, food-poisoning and flammable grease deposits all proving a danger to customers, whilst non-compliance with Food Hygiene & Kitchen Safety Regulation is a substantial risk to a business' profitability and brand reputation.

To optimise kitchen hygiene, it is imperative to conduct regular deep cleans to remove the build up of grease and dirt that builds up on walls, ceilings, floors and on equipment.

Our team of experts deliver thorough kitchen deep cleans for commercial and industrial kitchens, removing the germs and bacteria that accumulate in grease deposits around the kitchen and food preparation space to ensure all areas of your kitchen meet strict legislation.

Kitchens can also contain a variety of extractor fans, canopies and ducts that are susceptible to dirt and grease. These areas are a significant fire-hazard and can even result in the Environmental Agency forcibly closing your kitchen if necessary.

**Alongside our kitchen deep cleans we offer a duct cleaning service that can remove the dirt, debris and flammable materials from these ducts, prolonging the equipment's life and ensuring your kitchen remains compliant with government legislation.**



**We clean over 200 commercial kitchens** for some prestigious customers, including **Amazon, Pinsent Masons, Lloyd's Banking Group and Next.**

## COLD ROOMS



The pandemic also placed significant emphasis on storage, with a surge in investment across the UK, cold storage became even more important to maintain produce for many.

A key area for the retail and logistics sectors, we supported our customers to ensure their cold storage facilities remained operational.

In these temperature-controlled environments, thanks to the nature of items contained within, only specific cleaning products can be used to not disrupt or affect them.

Utilising specialist products, our trained Cleaning Operatives keep these essential facilities safe, hygienic and germ free.

## LABORATORY & CLEANROOMS



Cleanroom environments require a meticulous cleaning process to ensure that areas meet the strict requirements needed to conduct work on site.

Through precise methods, our biotechnicians clean all surfaces in a cleanroom, including ceilings and floors, to ensure all surfaces are suitable for the environment.

Implementing specific products, our teams utilise strong antibacterial agents to ensure the maximum removal of bacteria and particles. To ensure the correct use, our biotechnicians are all trained and tested in a practice environment before being permitted to undertake work inside a cleanroom environment.

In conjunction with HEPA (High Efficiency Particulate Air) filters, used to filter the air in cleanrooms to meet the high standards, we ensure that surfaces are cleaned to standard and pass any relevant microbial tests conducted.

## DATA CENTRES

We **clean and maintain data centres** for customers across **financial services, education, media and transport**

IT hubs have faced the strain throughout the pandemic, with more people working remotely, the reliance upon data centres has increased, and the need for them to remain fully operational never greater.

With various electronic equipment contained within, it is imperative that the correct equipment and products are used. Through our trained specialists, we self-deliver detailed cleans of data centres, using non-static products, to ensure they face no down time due to the build up of dust and dirt.

With the world relying more upon technology than ever, and data becoming ever more powerful, maintaining these critical sites is paramount to the operation of the country, and keeping them clean is top of the priority list.

## PHARMACEUTICALS

Our **dedicated management team** brings a **wealth of experience** and **expertise** in the **pharmaceutical industry**.

We understand that pharmaceutical companies operate a range of different facilities, from offices to manufacturing, laboratories and cleanrooms, and that cleaning standards are business critical in a pharmaceutical environment.

We put health and safety first in every decision we take, ensuring the correct personal protective equipment (PPE) is utilised and our teams have a deep understanding of COSHH (Control of Substances Hazardous to Health).

Our dedicated management team brings a wealth of experience and expertise in the pharmaceutical industry.

**We follow strict processes and protocol standards for both biomedical and general pharma manufacturing environments, supported by our own QHSE LiveSafe standards.**

Our risk-based maintenance excellence framework ensures that your facilities and equipment are operating at maximum efficiency to support the highly regulated and frequently audited operations of a pharmaceutical environment.

We deliver sustainable, environmentally aware solutions using chemical-free or minimal chemical solutions wherever possible. Utilising Lean Six Sigma principles, we always look to innovate and improve service delivery to drive efficiencies.

By taking care of your complex environments we leave your teams free to test and produce life-saving medicines.



We work with some of the **biggest pharmaceutical companies in the UK**, including **GSK**.

## MITIE'S PLAN ZERO INITIATIVE

A cornerstone of Mitie's cleaning service is our commitment to finding innovative and sustainable solutions that enable us to reduce our waste and carbon emissions whilst simultaneously sharing these green benefits with our customers.

This commitment stems from Mitie's Plan Zero initiative, an industry-leading commitment to reaching net zero carbon emissions by 2025. We take pride in being the first facilities management company to set such an ambitious net zero emissions target, 25 years ahead of the Government's own target of 2050.

By implementing innovative solutions throughout our cleaning services we help our customers achieve their own net zero carbon targets with products and services that are specifically designed to address these sustainability challenges.

**Having saved over 300,000 tonnes of carbon and delivered over £20m in savings to our customers in 2020 alone, Mitie is setting and delivering against ambitious sustainability targets on behalf of customers in both the private and public sectors.**

“We are committed to reaching **net zero carbon emissions by 2025, 25 years ahead of Government targets**”.



THE EXCEPTIONAL, EVERY DAY.






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