



CLEANING



Cleaning & Hygiene Centre of Excellence



ABOUT 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 prides itself in offering the widest capability of self-delivered cleaning and hygiene solutions, enabling us to ensure only the highest quality and qualified personnel are deployed to deliver these hygiene services, and providing our customers with the assurances they need to operate effectively despite the challenges presented by COVID-19.





AN INTRODUCTION FROM OUR MANAGING DIRECTOR OF BUSINESS SERVICES, JASON TOWSE



I am delighted to introduce you to our Cleaning & Hygiene Centre of Excellence. This new, industry-leading experience showcases the latest innovation in the cleaning and hygiene sector and demonstrates our Science of Service approach to creating hygienic environments.

The acceleration of technology within the cleaning and hygiene sector has been hugely significant over the past 24-months. As colleagues and customers return to the workplace, they are seeking the assurance that they are in a truly safe and hygienic space.

In today's workplace, Cleaning Operatives really are Frontline Heroes. The demand for visible cleaning has increased dramatically, as well as the use of the latest in robotics and more sustainable practices in the industry.

That's why we have invested significantly in our Centre of Excellence, to bring our customers the latest technology, deliver on our Plan Zero sustainability goals and to ensure our people, those Frontline Heroes we rely so heavily upon, have the very best training.

We are proud to be the largest cleaning provider in the country. However, we know we must continue to innovate and drive standards across the cleaning and hygiene sector.

The pandemic has undoubtedly changed perceptions of the industry, but there is still work to do. Through innovation in products, processes and technology, **Mitie are leading the industry into the future, and for us, that future starts in our Centre of Excellence.**

WELCOME TO THE CLEANING & HYGIENE CENTRE OF EXCELLENCE



To meet the evolving challenges in the Cleaning and Hygiene sector, innovation will be crucial to ensure hygienic and sanitised spaces are created in an effective and efficient way. That's why Mitie have invested in an industry-leading Centre of Excellence, focused on innovative processes, the latest technology and delivering a demand-led cleaning service to customers.

Mitie's Centre of Excellence will be home to the latest products in the market, being tested and trialed to ensure they can satisfy customer needs, before being implemented. From UV technology, to intelligent robotics, the Centre of Excellence will be at the forefront of the cleaning and hygiene industry.

Through the six zones, visitors will be able to experience the latest innovation in the industry, understanding how technology, robotics, sustainability and more can enhance their solution not just today, but into the future. It truly is something that must be experienced, and Mitie look forward to your visit to the Centre of Excellence.



A PERSONAL WELCOME FROM OUR DIRECTOR OF CLEANING & HYGIENE SERVICES LORRAINE DAVIS

I'm incredibly proud to welcome you to the Cleaning & Hygiene Centre of Excellence. We've designed this industry-leading facility to give you a glimpse into the future of the cleaning industry, whilst showcasing our amazing people, our operational excellence and the very latest advances in technology and innovation. I have over 40-years of experience in the cleaning industry and can confidently say that this facility is truly unique, demonstrating how Mitie is leading the Facilities Management industry in so many crucial areas.

The Centre of Excellence consists of a research and development laboratory, together with an area that provides incredible insight into the science of Cleaning & Hygiene. Featuring some of the most innovative and cutting-edge technological cleaning products and robotic equipment currently available, exciting 360° experiences bring our solutions to life. It also focuses on one of the greatest challenges faced today – sustainability in cleaning.

The comprehensive solution outlined throughout this experience - encompassing our scientific approach, high-quality personnel, and the latest technology and innovation - means Mitie customers can have total confidence that they are receiving the ultimate in safety, quality, and sustainability. I can't wait to share all of this with our customers and prospects, and give them a real insight into the future of Cleaning & Hygiene Services.

MORE ABOUT LORRAINE:

Lorraine has more than 40 years of experience in the cleaning sector, working in a number of operational and business development roles in complex environments such as healthcare and education. Lorraine is currently in the third year of a four year Chairmanship of the The British Institute of Cleaning Science (BICSc) and she has also been made a Board Member of the Cleaning & Support Services Association (CSSA).

Lorraine has previously collaborated with the World Health Organisation, as part of the Clean Hospital Group, and with the NHS to develop the 2021 National Cleaning Standards for hospitals. Lorraine has also worked with Public Health England to support the development of COVID-19 guidance for Facilities Management.

THE SCIENCE OF CLEANING & HYGIENE

In the Science of Cleaning & Hygiene zone, visitors will experience the latest scientific products and processes being tested and trialled before they are implemented with customers. As we enter a post-COVID world, there is more focus than ever on pathogen levels and cleanliness, with employers having more responsibility in protecting their colleagues and customers. The science of cleaning and hygiene is now fundamental to providing the assurance that environments are clean, safe, and sanitised.

THE LAB

A significant investment in our Centre of Excellence, has been the creation of a fully operational laboratory environment.

The Lab encompasses the truly scientific approach to cleaning.

This space enables the identification of bacteria and pathogens, and plays a vital role in developing the appropriate strategies to eradicate them through new products, processes and innovations.

During the experience, visitors will be invited to take part in interactive cleanliness tests, to prove how clean, or otherwise, items are.

The Lab enables us to test swabs taken at customer or prospective customer environments to verify the efficacy of their cleaning products and practices.



Introducing John Lear, BSc(Hons) PhD CBiol MRSB:

John Lear is the resident biochemist in The Lab, having supported the creation of the space to ensure it has the required equipment to test for bacteria, viruses and pathogens. Since earning his BSc and PhD in microbiology, John has enjoyed a varied career in academia and industry, as well as being a Technical Director at Biological Preparations since the company launched in 2009. John is also a Chartered Biologist and member of the Society of Biology.



THE VISITOR EXPERIENCE IN ZONE I

THE SCIENCE OF CLEANING & HYGIENE



Product Innovation

The Science of Cleaning & Hygiene zone showcases the latest product innovations, from UV wands and torches to air purification systems and robotics. Mitie are constantly engaging with leading suppliers at the forefront of innovation, delivering and evaluating customer trials on only those products that have passed the stringent review of the experts in this zone.

Testing & Development

At Mitie Cleaning & Hygiene Services the continual exploration, testing and implementation of new products that benefit customers is essential to providing them with the hygienic and sanitised environments they demand. In this zone, visitors will be shown the efficacy of products which will be stringently tested, ensuring that only the most effective innovations are introduced to customers.

Customer Assurance

Assurance is a core component of Mitie Cleaning & Hygiene Services. Here we will demonstrate a variety of methods to test customers' environments, such as ATP testing, to identify pathogens and meet the increased scientific expectation of a cleaning and hygiene service.



Air Purification

Mitie have partnered with Luxibel, a global provider of UV Disinfection Systems, to introduce cutting-edge air cleansing UV technology to support customers and enhance the hygiene in properties. The Luxibel UVC (Ultraviolet) purification lamp uses the latest technology to eradicate a number of known airborne and surface contaminants, ensuring indoor air and surfaces are extensively disinfected, fresh and hygienic.

SECTOR INNOVATION

We are the number one provider of cleaning and hygiene services in: retail and shopping centres, healthcare, pharmaceutical, critical national infrastructure, government and public sector, and transport and aviation. Tailored towards your specific sector, here you will be hosted by an expert with experience in your industry, demonstrating innovations that help overcome your unique requirements and challenges.



Sector Challenges

The pandemic has introduced a new range of challenges, unique in many sectors. However, whether returning to offices and workplaces, dealing with increased footfall in transport hubs, or protecting those in healthcare, we pride ourselves on working with our customers to fully understand what these are and how a holistic cleaning and hygiene solution can help overcome them.

Sector Innovation

Demonstrating our understanding of each sectors unique challenges, combined with the knowledge of our industry experts, in this zone we show how our constant focus on innovation enables us to deliver highly effective outcomes. Whether that is combining robotics and frontline heroes, supporting customers with specific sustainability challenges, or introducing equipment that overcomes a specific challenge, we can demonstrate it all.



Our Operational Leadership Team



Lorraine Davis
Director of
Cleaning & Hygiene
Services



Robert Kneale
Director
North



Craig Robertson
Director
Scotland



Nick Heath
Director
South & London



Dave Purdy
Director
Retail



Steve Addison
Director
Transport & Aviation



PEOPLE & OPERATIONAL EXCELLENCE

This zone introduces visitors to Mitie's innovative processes for delivering operational excellence. Hear directly from a Frontline Hero about Mitie's BICSc accredited training and the employee recognition and reward schemes.

Visitors will be introduced to the concept of 'The Perfect Cleaning Cupboard' to drive efficiency in service delivery.

BICSc Accredited Training

Our people are only as effective as the training they are given, that's why in addition to the already comprehensive training provided, Mitie have introduced BICSc accredited training for Cleaning Operatives. As proud BICSc supporters, Mitie are delighted to have the Chairman of BICSc front and centre of the Centre of Excellence.

Frontline Heroes

Hear directly from one of Mitie's Frontline Heroes, why they love working for Mitie, the training and benefits they receive, and the challenging environments that they work in. Among the industry-leading benefits Mitie's people receive is a Virtual GP Service, life assurance, and a free and confidential Employee Assistance Programme (EAP).



Operational Excellence

Mitie's operational efficiency is underpinned by proprietary business intelligence software, maximising the output of Frontline Heroes by ensuring they are deployed in the right place at the right time to deliver the most efficient service. In addition to innovative technology, Mitie advocate the "Perfect Cleaning Cupboard"; a simple idea that sets the standard for every Cleaning Operative in the Mitie family.

SUSTAINABLE & HYGIENIC ENVIRONMENTS

A cornerstone of Mitie Cleaning & Hygiene Services is the commitment to sustainability. This approach to sustainability stems from Mitie's Plan Zero initiative, an industry-leading commitment to reaching net zero carbon emissions by 2025. Combined with a relentless focus on innovation, Mitie utilise technology to implement sustainable solutions that enable a reduction in waste and carbon emissions without compromising quality.

Safe & Sustainable Products

To reach the ambitious sustainability goals, Mitie have recognised the need to move away from harmful chemicals. Not only do these products enable a more effective cleaning solution, but the added safety of using non-hazardous products helps protect frontline colleagues, and customers as well as the environment.

Reducing Environmental Impact



Bamboo paper

174% less carbon

Vs. recycled paper &

430%

less than virgin paper

Sustainable Consumables

Mitie constantly review new, sustainable solutions to reduce the impact on the environment. For example, the current trials we have implemented of bamboo and sugarcane products from Asia that have a lower carbon footprint versus recycled tissue made in the UK.

Sustainability & Robotics

Robotics don't just deliver significant operational benefit, they also deliver significant sustainability benefits. Robotic vacuum cleaners are able to self-charge, self empty and fill, and have features like water filtration that drastically reduce water consumption.



Abbee Hive robots

62.5%

Energy Saving

THE IMMERSIVE ZONE

Innovation is at the heart of everything we do, and **The Immersive Zone** epitomises this commitment. Those that suffer from vertigo or motion sickness be wary, as **this experience is not for the faint of heart.**



Showcasing Our Specialist Cleaning Services

Offering a controlled environment for mimicking real-life scenarios, the Immersive Zone gives visitors first hand experience of a number of our specialist cleaning services that would otherwise be impossible to demonstrate within the Cleaning & Hygiene Centre of Excellence.

The Future of Virtual Reality

Whilst these 360° videos make for an impressive introduction to Mitie's specialist cleaning services, the ambitions for this technology extend well beyond immersive video experiences. The future being explored includes health and safety training, site familiarisation and connecting remote specialists to support Frontline Heroes.



THE SCIENCE OF SERVICE

Everything throughout our Cleaning & Hygiene Centre of Excellence is geared towards delivering 'The Science of Service'.

Through innovative technology and improved processes, 'The Science of Service' is focused on delivering greater efficiency in Cleaning & Hygiene than ever before. Integrating powerful technology and systems to create a holistic picture ensures that the right resources are deployed in the right place, at the right time.

Taking a demand-led approach to cleaning and hygiene, Mitie's Science of Service is a revolutionary concept that is taking the industry into the future.

SOFTWARE POWERING THE SCIENCE OF SERVICE

Integrated technology is key to delivering demand-led cleaning and taking a more scientific approach. Utilising Merlin, Mitie's business intelligence software, multiple data sources and technologies can be integrated to create a complete picture of a customer's cleaning solution.

Introducing sensor technology enables the tracking of building usage, monitoring the number of people entering / exiting a building, the population across floors, to the use of washrooms and consumables. This empowers customers to implement a demand-led approach to cleaning, able to identify when an area was last cleaned, when a consumable needs replenishing, and ultimately, where resources need to be directed.

Integrating sensors and other technologies with Merlin allows data to be aggregated and analysed, giving full visibility and empowering customers to make more informed decisions about their cleaning and hygiene solution. Tracking insight in real-time, **Merlin ensures that resources are utilised in the most effective way, drastically improving efficiency whilst simultaneously enhancing hygiene standards.**

THE SCIENCE OF SERVICE



The Science of Service is all about the continuous improvement of service through technological enhancements, and improved processes. Through the Science of Service, Mitie will ensure that customers continue to benefit from the latest innovations in the cleaning and hygiene sector, today, tomorrow, and into the future.

THE FUTURE OF CLEANING & HYGIENE

The Centre of Excellence is a truly one of a kind experience in the cleaning and hygiene industry, showcasing the future of the sector through innovations and processes.

Addressing the many requirements of a modern solution - from the science of cleaning & hygiene, sector innovation, people and operational excellence, hygienic and sustainable environments, or the ever-changing challenges of a post-pandemic world – Mitie's Cleaning & Hygiene Centre of Excellence provides an industry-leading insight into these issues

and reaffirms Mitie's position at the forefront of the industry.

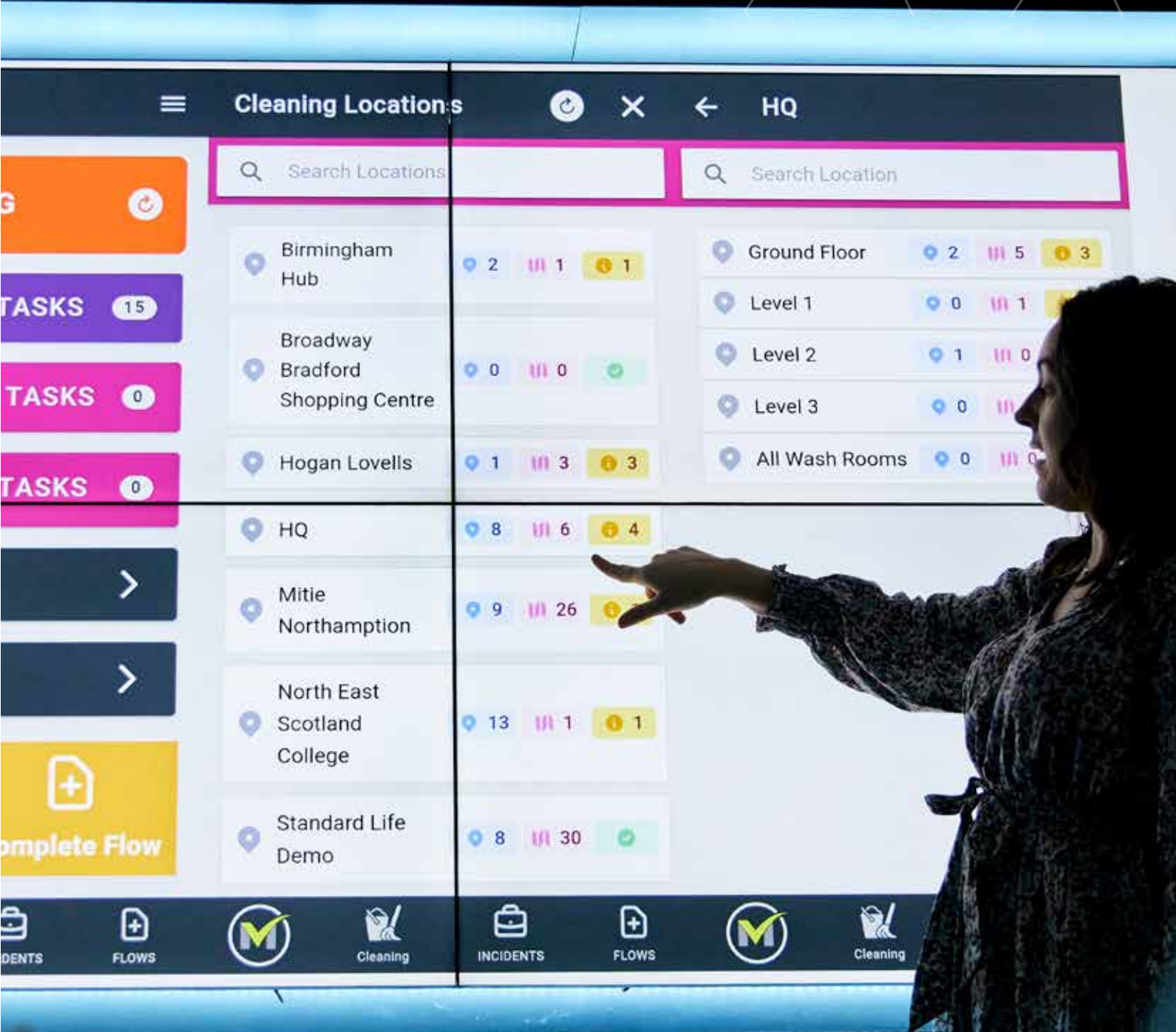
Powered by technology, driven by data and made exceptional by people, Mitie's services positively benefit your world, enhance lives and assure a better, more sustainable future, and this is what you will experience on your visit to the Cleaning & Hygiene Centre of Excellence.



If you would like to experience the Cleaning & Hygiene Centre of Excellence for yourself, please contact: chce@mitie.com.

WE ARE LOOKING FORWARD TO YOUR VISIT.





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mitie

CLEANING

THE EXCEPTIONAL, EVERY DAY

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