

Technical Facilities

Management

people + passion

 MITIE

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Management

We'll run your properties, so you can run your business

The modern business environment is complex and demanding, and getting more so. Your organisation needs flexible, efficient buildings that run trouble-free, and comply with all the relevant regulations. But how can you be sure you're getting the right solution at the best price?

That's where we come in. MITIE has the largest Technical Facilities Management team in the UK. We know there are real benefits to outsourcing the management of your properties to a specialist like us. And we've got years of experience doing this, our in-depth expertise can cover everything you need.

State-of-the-art energy management is at the heart of what we do, so we not only run your property cost effectively but also carbon efficiently. Our unique CarbonCare programmes will save every possible kilogram of CO₂ from your property portfolio, bringing your costs down and keeping you ahead of the game on the latest regulatory changes.

We base our approach on three things – **thinking**, **managing**, and **delivering**. We're good at what we do because we're good at bringing all these skills together to find the answer that works for you.

The MITIE approach

MITIE is all about providing strategic outsourcing services that save our clients money, and free them up to focus on what they do best. We make buildings, facilities and equipment, smarter, greener, safer, and better run.

The thinking phase is all about finding strategic answers to long-term challenges, and cleverer ways of dealing with short-term ones. Facilities and asset management is central to what we do, and our unrivalled range of services is one of the best in the business.

Some of our clients take full advantage of our whole range of expertise by buying all three; others may only need one aspect of what we do. Whatever they want from us, our commitment is the same; we'll always go that extra mile. Our success is built on thinking strategically, operating responsibly, and working in partnership alongside our customers.



Thinking



Joined up thinking

As the name suggests, Technical Facilities Management is a complex area, so getting the thinking bit right means combining specialist expertise with on-the-job know-how. After all, even the best theoretical knowledge is no use at all if it doesn't work in practice. We pride ourselves on knowing what actually works, and giving you the benefit of all those years of experience.

Our job is to save you money and add value. We usually do that best where we're providing fully integrated Facilities Management services. We find that makes for lower costs, joined-up thinking, and excellent levels of service. You can include MITIE's huge range of other services like cleaning, catering and security if that makes sense for you.

Preparing for a low carbon future

The government is committed to moving the UK towards a lower carbon economy, and this is already having an enormous impact on business. But as with all major changes like this, there are both challenges and opportunities. Our CarbonCare services can help you save money and reduce your emissions at the same time.

Securing the best people for the job

Our clients are – rightly – very demanding, which means we need the best possible people, with the right skills and the right attitude. That isn't always easy, but we have an active talent management programme to recruit and develop high-calibre people, and reward them properly for the contribution they make. You can see the evidence in our rising retention rates, our flourishing graduate and apprenticeship programmes, and in a Learning and Development programme that was a finalist in the PFM Partnership Awards. We do all this because our business is based on the two key values of people and passion. It's a winning combination that delivers what our clients expect, every day, on every site.



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Managing

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We're always looking for ways to drive down costs and improve our service.

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The 'how' as well as the 'what'

We adapt our skills to solve your specific problems and use our know-how to develop an approach that's right for you. And we put together a team who really understand your business, to make sure things get done.

Working in partnership is fundamental to this approach. We achieve outstanding results because we work with our clients, not just for them. The proof? Half a dozen PFM Partnership awards in the last few years alone.

We've built our success not just on what we do, but how we do it. We're accountable, reliable, and we keep our promises. We apply new technology and fresh thinking to every job, and we're always looking for ways to drive down costs and improve our service.

And all this comes with a commitment to sustainability. Our track record in energy efficiency goes back 50 years.

After all, buildings account for over 40% of the UK's carbon emissions, which is why services like CarbonCare can have such an enormous positive impact.

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**We adapt our skills to solve
your specific problems.**

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Delivering

A large, black industrial fan is the central focus of the image, positioned in a server room. The fan has a circular grille and a central motor housing. To the right, a person's hand is visible, interacting with a control panel or switch on a white cabinet. The background shows the typical environment of a server room, with metal racks and a tiled floor.

Our services

Our job is to reduce your costs and add real value to your organisation. Our integrated approach means we're set up to deliver what you want – whether that's one service, or a whole package.

We can just as easily handle specific maintenance contracts like HVAC, electrical and mechanical systems, lighting and power distribution systems, UPS and stand by power generators, as well as lifts, escalators, and special building projects.

We'll carry out effective compliance and maintenance regimes to ensure your buildings run efficiently and safely, and meet all the current environmental and statutory requirements. And given that prevention is better than cure, we'll work with you on lifecycle planning and condition surveys, including full asset condition reports, forward maintenance and replacement planning, and capital programmes and budgets. And our specialist technical service lines will tackle specific issues like carbon management, lighting design, BMS and Controls and compliance.

We also use technology to make your life simpler. Our advanced systems manage all your maintenance and call-outs, with the support of a well-resourced customer services centre. Put simply, you get the service you asked for, when you expect it – on time and on budget.



The sectors we work in

It comes as no surprise that a manufacturing site has different operating issues to a hospital, a bank, or an office block. We understand exactly how this impacts on your working environment and we fit our approach to exactly what you need. Our specialists work across all these sectors, and can bring years of experience to deliver results for your organisation.

We understand that data centre management is one of the key issues in financial services, while retailers need to keep their stores open and maximise footfall to achieve their sales targets. In the public sector we've worked with clients to develop new financial models and help deliver more from less to face their budgetary constraints. It's all about applying our knowledge to minimise your risks, and coming up with the fresh new ideas that will make things work better.

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Sectors we work in

Commercial property

Retail

Education

Industry

Transport/Rail

Public sector

Health

A selection of our key services

Integrated technical FM

**Mechanical and electrical
maintenance**

CarbonCare

Multi site mobile

Lighting

**Building management
systems and controls**

Compliance services

Fire and security systems

Water treatment

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