

# Mitie

**Contact name:** Ian Adams  
**Phone number:** 03334143074  
**Email:** ian.adams@mitie.com

**Fax number:** n/a  
**Web:** www.mitie.com

**Ownership:** Mitie Group PLC

**Turnover:** £2,126.3m  
**Pre-tax profit:** £21.6m  
**Total Customers:** 3,000

**Staff:** professional/management 11,238  
technical/service operatives 43,433

## Selected clients

Sky, Hammersmith & Fulham, Vodafone, NHS, Jones Lang LaSalle, Thales, RBS, Lloyds Banking Group, Deloitte

## Company mission statement

Everything we do at Mitie is underpinned by our vision and values. They form the basis of our culture and show our employees and the outside world what we're all about and how we do things at Mitie. Our vision - inspiring change in the way people live and work. Our values - excel, challenge, inspire - make us dare to be different, drive us forward and deliver beyond expectations. It's all this that makes us special. It's this that makes us Mitie. We're all about developing our people to excel every day, challenging the status quo, and inspiring change in the way people live and work. Find out more at [www.mitie.com](http://www.mitie.com)

**M**itie works in partnership with organisations to deliver long-term value, providing facilities management, consultancy, project management and a range of specialist services that connect people with innovation and technology, transporting our clients beyond FM to the Connected Workspace.

Our core teams self-deliver a wide range of services - from real estate and energy consultancy, compliance, risk assessment and security systems to cleaning, catering and environmental services and we manage and maintain some of the nation's most recognised landmarks and high street buildings.

With 30 years' experience under our belt as one of the UK's leading facilities management and outsourcing companies, we have taken that time to learn a thing or two about delivering exceptional environments. We have utilised this experience to not only develop our market leading integrated facility management model (IFM), optimising the delivery of facility management services wherever possible, but also to develop our new strategy - The Connected Workspace.

Mitie's Connected Workspace is the culmination of all our expertise in FM, listening closely to the needs, challenges



and aspirations of our customers - and of our own people. It lies at the core of our FM strategy as it significantly enhances the way we manage client facilities. The Mitie Connected Workspace is a set of inter-connected products and services providing the information, intelligence and the tools to improve working environments in every aspect. The result is that employees are happier, safer and more engaged, systems are more resilient and secure, and infrastructure more sustainable and more efficient.



## Service Profile

### FM Services

- ✓ Total FM
  - ✓ Integrated services packages
- Services provided by directly employed staff:
- ✓ Cleaning
  - ✓ Catering
  - ✓ Building services maintenance
  - ✓ Security
  - ✓ FM consultancy
  - ✓ Central help desk
  - ✓ Central monitoring 24/7
  - ✓ Project management
  - ✓ Relocation management
  - ✓ Grounds maintenance
  - ✓ Energy management

### Property Services

- ✓ Total property outsourcing
- ✓ Real estate management services
- ✓ Financing
- ✓ Asset management

### Business Services

- ✓ Office services
- ✓ Procurement
- IT/telecoms
- Serviced offices

### Major Contracts

#### Public sector:

- ✓ PFI/PPP
- ✓ Education
- ✓ Health
- ✓ Custodial/law enforcement
- ✓ Government department

#### Private sector:

- ✓ Real estate partnership
- ✓ Multi-site corporates
- ✓ Retail
- ✓ Leisure

### Geographical Coverage

- ✓ UK
- ✓ Continental Europe/Eire