

Mitie cheers Commonwealth Games passengers at Birmingham New Street

August 11, 2022



With over 5,000 athletes and a record number of fans descending on the West Midlands to celebrate the 2022 Commonwealth games, volunteers from Mitie teamed up with Network Rail at Birmingham New Street station to support passengers attending The Commonwealth Games in Birmingham.

From Thursday July 28 to Monday August 8, the Mitie team at Birmingham New Street volunteered as station ambassadors to support passengers travelling to the games by answering queries and offering them travel information to get to the venues they were attending.

Help included sharing public bus and shuttle transport details, metro information and event timetables for the games. The Mitie team, dressed in purple Hi-Viz jackets to stand out in the crowds, also promoted other local attractions for those travelling to Birmingham to help fans enjoy the wider Games atmosphere.

In what was the largest sporting and cultural event ever held in the city, Mitie also managed the wider cleaning and facilities management for the station.

On the days leading up to the games, the Mitie team ensured the station sparkled with an intensive deep cleaning programme ahead of the opening ceremony on July 28. A first-class cleaning & hygiene team was also in place to ensure the station was kept to the highest standard every day and assure against reduce the risk of slips, trips and falls, given the increased number of travellers navigating through the station for the games.

Jason Towse, Managing Director, Business Services, Mitie, said: "In the spirit of the Commonwealth Games

being the ‘friendly games’ we wanted to deliver a fantastic experience for games goers and put a smile on the faces of passengers. From the cheerful help and support offered by our ambassador team to the overall cleanliness of the station, Mitie colleagues set out to ensure a seamless arrival and departure for passengers to the games. We’re proud to have played a role in what has been momentous Commonwealth Games for both Britain and Birmingham.”

David Pinder, Head of Stations and Customer Experience, Network Rail said: “Birmingham New Street was a hive of activity throughout the Games and it was great for station staff and railway volunteers to stand alongside Mitie’s volunteers to provide a warm and friendly welcome to visitors from around the world.”