

## Mitie continues 10-year Network Rail partnership with new £280m contract win

3 years ago



Following a competitive tender process, Mitie has been awarded a new £280 million contract by Network Rail, building on the decade-long partnership between the two organisations.

The contract has been let from the Crown Commercial Services Management and Workplace Services Framework (RM6232) for a term of four years with the option to extend for up to three further years and sees four previous contracts brought together under one integrated facilities management (IFM) service.

The contract will see Mitie provide a full suite of IFM services, from planned and reactive maintenance, mechanical and electrical services, and cleaning and hygiene services, through to intelligent security, front of house, waste management and landscaping, as well as additional project work. The 2,250 strong Mitie team will be supporting the entire Network Rail UK estate, providing services at 800 locations nationwide that are vital to their operations, including train stations, critical national infrastructure sites, rail operation centres, trackside operational hubs and corporate offices.

By merging the four previously separate contracts, Mitie will share innovation and best practice more easily across the contract. An example of this is the roll out of Mitie's new technology to deliver demand-led cleaning and security, enabling services to be focused on areas with the highest usage. A specifically designed Security Assurance Programme will also be launched for the deployment of security regimes against any risks that are identified.

Mitie will also create a dedicated Training Centre of Excellence to deliver contract-specific learning and career development opportunities for employees. This will include delivering bespoke training on customer service, advocacy for the railways, and security awareness. Mitie will also work in partnership with the

British Institute of Cleaning Science (BICSc) to provide mentoring for Mitie's Cleaning Team Leaders, so that they can share this knowledge and deliver their own BICSc training sessions focused on high quality and efficient cleaning practices.

Jason Towse, Managing Director, Business Services, Mitie, said: "We're proud to be continuing our 10-year partnership with Network Rail, supporting the smooth operation of Britain's railways. By bringing together four contracts under one umbrella, we'll be able to deliver more innovative, efficient and technology and intelligence-led solutions, with better career development opportunities for our people."