

Mitie secures new Tate partnership

7 months ago



Mitie has been awarded a new £21.5 million contract with Tate to deliver security and visitor services across the iconic art institution's locations including Tate Britain and Tate Modern. The contract, which will initially run for three years with the option to extend for a further two years, marks a significant expansion of Mitie's cultural and heritage customer portfolio.

Mitie will play a vital role in ensuring that each gallery, home to some of the country's most iconic artwork, is both a secure and welcoming environment. With 4.6 million annual visitors to Tate Modern alone, robust and responsive security and high-quality visitor services, are central to each gallery's overall operations. Mitie already has more than 27,000 Security Officers protecting some of Britain's biggest organisations, most iconic landmarks and national critical infrastructure.

The contract, which will see 275 colleagues transfer to Mitie from a previous contractor via TUPE, will provide a comprehensive suite of services including visitor services, like answering questions about the artwork, event and gallery security and visitor search and screening, as well as security intelligence services supported by Mitie's Intelligence Security Operations Centre (ISOC) in Northampton. Officers will be connected to the ISOC providing 24/7 remote monitoring services across the estate. Data-driven intelligence will enhance threat detection and risk management, record local crime, theft and anti-social behaviour to ensure the safety of both visitors and gallery artwork.

As part of its commitment to create better places and thriving communities, Mitie will work in close partnership with Tate to upskill colleagues. Mitie will also focus on ensuring Tate sites are fully inclusive, supporting the diverse needs of its visitors, ensuring sites are accessible to all. This will be achieved through the formation of new diversity networks which will provide qualitative feedback, enabling Mitie to assess the guest experience through the lens of minority groups to ensure the galleries provide appropriate safeguarding and meet accessibility needs.

Jason Towse, Managing Director, Business Services, Mitie said: “We’re proud to be partnering with Tate to deliver industry-leading security, combining on-site presence, with security intelligence, to protect some of the UK’s most treasured cultural spaces, reflecting our commitment to creating safer communities.

“We look forward to supporting the wider Tate operations and will work to make each gallery an inclusive and secure environment for the millions who visit these locations each year.”

A representative from Tate said: “The safety of our visitors, colleagues and artwork is always our top priority, and we are delighted to be working with Mitie to ensure that everyone who visits our galleries feels included, informed and inspired as they enjoy some of the best art this country has to offer.”