

Mitie Strengthens Asda's Security for Safer Shopping

4 months ago



Mitie has been awarded a new multi-year security contract with Asda to deliver services across over 1,100 locations nationwide including Asda Superstores, Supermarkets, Living and Express stores. This contract further strengthens Mitie's position as the UK's number one provider of security across the Food Retail Market, and builds on Mitie's existing relationship with the retailer, having already provided security across Asda's Logistics Estate since July 2019.

Leveraging its expertise in advanced security intelligence, Mitie will support Asda in transitioning to a data-driven, outcome-focused security model which places the safety of both customers and colleagues at the forefront. Key features of this approach include flexible guarding which enables security resources to be dynamically allocated to the locations most in need, and the introduction of store detectives to implement targeted strategies against theft, based on data insight. Asda stores will also be connected to a dedicated 24/7 central operations hub providing remote monitoring services across the estate. These measures have been designed to create safer communities and responsive environments across Asda's nationwide network.

As part of the new contract, more than 2,000 colleagues will transfer to Mitie under TUPE where they will benefit from advanced Security Industry Authority (SIA) training, and specialised CCTV training which will equip them with the skills, confidence and knowledge to deliver modern, intelligence-led security solutions. Additionally, Mitie will offer colleagues a host of industry-leading benefits including free Mitie shares, 24/7 access to a free multi-language virtual GP service, life assurance, and an Employee Assistance Programme that provides readily available practical and mental wellbeing support.

Mitie will also use its sustainability expertise, being one of the UK's leading electric vehicle (EV) fleet

operators, to support Asda's environmental ambitions, integrating an initial 67 EVs into the contract.

Jason Towse, Managing Director Business Services, Mitie, said: "We are proud to be strengthening our partnership with Asda, supporting them as they advance their security approaches to crack down on escalating retail crime and enhance store safety for both colleagues and customers. We look forward to welcoming new colleagues and equipping them with specialised training and development opportunities so that collaboratively, we can work towards creating safer communities for everyone."

Liz Evans, Chief Commercial Officer Non-food & Retail, Asda, said: "Like many retailers, we have seen a sharp rise in retail crime, with more than 30,000 incidents of verbal abuse and physical assaults recorded in our stores last year. The safety of our colleagues and customers is our absolute priority, and we are taking decisive action to strengthen protection across our estate.

"We are investing in a partnership with Mitie to implement a comprehensive, professionally trained and technology enhanced security presence in our stores. This includes SIA licensed security guards, undercover detectives, rapid response units and dedicated teams for higher risk locations, all supported by a 24/7 central operations hub to ensure swift, coordinated action whenever it's needed."