

Mitie and TfL Continue the Journey with Intelligence-led Security Contract Extension

2 hours ago



Mitie has retained its security contract with Transport for London (TfL), continuing to provide physical security, reception and associated services across the transport body's estate. Under the new five-year agreement, which has an option to extend until 2032, more than 480 Mitie colleagues will work closely with TfL to help protect passengers and key transport infrastructure across London, including 58 London Underground sites, the Elizabeth line, river piers and the London Transport Museum.

Building on a partnership that began in 2017, the contract combines frontline security services with advanced intelligence capabilities. A dedicated Crime and Intelligence Taskforce will provide analytical support, threat assessments and targeted interventions to tackle graffiti, vandalism and anti-social behaviour. This taskforce will work closely with TfL and enforcement agencies to support investigations and the prosecution of repeat offenders.

Supporting this approach, Mitie's 24/7 Intelligence Security Operations Centre (ISOC) in Northampton will provide continuous monitoring and analysis across TfL's network to identify emerging risks, direct security support where it is needed most and strengthen the resilience of London's transport infrastructure.

Reflecting a shared commitment to wellbeing and fair employment, all colleagues will receive at least the London Living Wage and the Living Hours standard minimum working hours contracts. Colleagues will also benefit from free life assurance, a 24/7 multilingual online GP service and an Employee Assistance Programme offering practical, financial and mental wellbeing support for colleagues and their immediate families. In addition, 3,000 WalkSafe Pro licences will be provided, giving colleagues travelling and working

during anti-social hours access to a personal safety app with journey-sharing tools, SOS alerts and 24/7 monitoring support.

As part of the new contract, Mitie will deliver five apprenticeship programmes each year, including Level 2 to 4 Security Management apprenticeships and a Level 3 Critical Incident and AI apprenticeship. Alongside this, four annual Ready2Work programmes and 30 work placements will help people from underrepresented and disadvantaged backgrounds gain the skills and experience needed to secure sustainable employment. Together, these initiatives will create pathways into work and support the development of future security and intelligence professionals.

Building on the social value commitments established through Mitie's TfL cleaning contract, Mitie will continue to work with organisations including DebateMate to support social mobility across London. Through school and community workshops, these partnerships are helping young people and those facing barriers to employment to build confidence, develop leadership skills and explore career opportunities in transport and facilities management.

Since 2017, Mitie and TfL have worked in partnership across London's transport network further strengthening Mitie's presence across the transport and aviation sector. In addition to security, around 2,000 Mitie colleagues deliver cleaning services across trains, Tube and bus stations, while Mitie also provides engineering maintenance and facilities management services across TfL head office locations and the London Transport Museum.

Gary Culloden, Managing Director, Security, Mitie, said:

"We are proud to be retaining our partnership with TfL and supporting one of the world's busiest transport networks. Our colleagues play a vital role in helping keep passengers safe and protecting the places that keep London moving every day. By combining frontline security expertise with advanced intelligence capabilities, we will help TfL identify and respond to emerging risks, support safer journeys and help create thriving communities."