

MEARS®

Mears Group

Facilities Management



Who are we?

We are Mears FM – a highly successful partner delivering long term, sustainable and innovative facilities management solutions.

We deliver our services to clients and customers across a variety of sectors and demographics throughout the UK.

Our vision

To be recognised as the trusted Facilities Management experts renowned for its openness, collaboration and mutual dependency to deliver solutions that ensure our customers' success is our success.



Accreditations

We want to drive continuous improvement in everything we do. That's why we seek accreditation from some of the most prestigious organisations who recognise how to drive improvement.

Our awards and accreditations show that we place safety, our colleagues and our customers at the heart of everything we do.



We are very proud to be recognised as one of the top 10 best big companies to work for in the UK.

Ranked 10th overall in the prestigious Best Companies' league table for 2025, we're pleased to have once again be one of the leading employers of choice in the country.

Our FM service offering

We offer comprehensive services to the public and private sectors. We focus on delivering customer success through the provision of a great service delivered in a sustainable manner.

Our collaborative approach with Mears Group PLC means we have the support from our board and access to nationwide supply chains. This allows us to demonstrate experiences and success in all key FM areas including:

Hard FM

- ▶ Planned preventative maintenance
- ▶ Reactive maintenance
- ▶ Mechanical and electrical services
- ▶ Building fabric maintenance
- ▶ Building management services
- ▶ Utilities management
- ▶ Minor works and project management
- ▶ Portable appliance testing
- ▶ Statutory compliance
- ▶ Water hygiene management
- ▶ Lifecycle management
- ▶ 24/7 Helpdesk
- ▶ Fixed wire testing
- ▶ Fire fighting and detection systems
- ▶ Suppression systems management and testing

Soft FM

- ▶ Cleaning (internal and external)
- ▶ Handyman and caretaking services
- ▶ Window cleaning
- ▶ Waste management
- ▶ Pest control
- ▶ Security services
- ▶ Reception
- ▶ Grounds Maintenance

Asset, Project and Lifecycle Management

Mears FM's Planned Preventative Maintenance (PPM) regime relies on identifying each asset that has an on-going maintenance requirement.

It is key to helping clients understand the current condition of their estate assets, which enables them to plan the necessary investment to ensure each element of the building performs as intended.

Water Compliance

Mears FM are Legionella Control Association (LCA), British Institute of Water and IWFM accredited and provide water management services in line with ACoP L8 standards.

We pride ourselves at being fore-runners in technological innovations to ever improve efficiency and contract performance with inhouse expertise. Some examples include:

- ▶ Remote monitoring systems
- ▶ Internet of Things (IoT) devices Data Analytics
- ▶ Virtual Site Inspections
- ▶ UV filtration systems
- ▶ Auto-flush systems

Electrical Compliance

Mears FM provide a 24/7 responsive repairs and property maintenance service for our clients which includes electrical installations, EPC testing, EICRs and electrical power generation installations.

These works include but are not limited to:

- ▶ Inspections and testing
- ▶ Carrying out tests to the required legislation
- ▶ Issuing test reports and certificates
- ▶ Providing repair details and quotations
- ▶ Using an agreed cost limit process
- ▶ Informing of any dangerous installations and making them safe

- ▶ Fire detection radio-linked upgrades including the installation of smoke, heat and carbon monoxide detectors.

Cleaning and Grounds Maintenance

We provide high quality and sustainable cleaning and grounds maintenance services across our estates with a key focus on ensuring we put our clients and customers first.

- ▶ We deliver expert services in accordance with the British Institute of Cleaning Science and relevant legislation
- ▶ We receive inhouse support from our BICSc trainers
- ▶ We create an attractive and safe space for everyone, all year round
- ▶ We help to meet our client's ambitious sustainability goals

Effective Contract Management

We utilise skilled and experienced people with a can-do attitude to develop and deliver flexible solutions that meet our client's needs. Our managers are highly trained including:

- ▶ IOSH Managing Safely
- ▶ SMSTS
- ▶ project management training
- ▶ trade specific training



Service Delivery

Communication

Mears values communication in all we do. It is essential in building successful relationships with all our clients, partners and stakeholders. We can assure you that we will always keep you in the loop.

Excellent customer service has always been at the heart of how we operate. Our 'Your Voice' program helps to create improvement plans to help us maintain our high standards.'

Find out more at: www.mearsgroup.co.uk/our-customers/your-voice

We have strengthened our in house helpdesk function with investment in additional resources and delivering bespoke inhouse training to make our helpdesk team a centre of excellence and at the heart of our services we deliver.

Compliance

Our in-house compliance teams are responsible for auditing the standard of works delivered by our site teams. We will always provide assurance of quality and adherence to best practice methods.

We are experts in delivering facilities management's six main areas of compliance and have a robust compliance management system. These include:

- ▶ Asbestos management
- ▶ Electrical
- ▶ Gas
- ▶ Fire Safety
- ▶ Legionella management
- ▶ Lifts

Continuous improvement and innovation

Mears operates on a continuous improvement basis to ensure we are always developing our service offering and monitoring delivery via KPI's to identify areas for development. We value innovation, being inventive in our approach and never allowing conventional thinking or bureaucracy to get in the way.

Some of these solutions include:

- ▶ MCM Live
- ▶ IOT (Internet of Things)
- ▶ IRT (Infra-Red Thermal)
- ▶ FM Module
- ▶ Client dashboard
- ▶ Net zero
- ▶ Partnering with IRT to offer thermal imaging to commercial buildings
- ▶ Our LED lighting project
- ▶ Chemical free cleaning products



Asset Inspector

Mears FM have access to an Asset Inspector App which is a multi-project, multi-site asset audit and collection tool designed to help our customers to gain more control over assets and maximise the return on capital investments.

Our Asset Inspector collects asset data faster, more efficiently and with a greater level of consistency and quality and maintains up to date asset registers with ease, improving lifecycle reporting and compliance.

Our Asset Inspector provides a structured approach to tagging and coding assets using configurable multi-level hierarchies and database driven pick lists, allowing use of different hierarchies for different projects or customers.

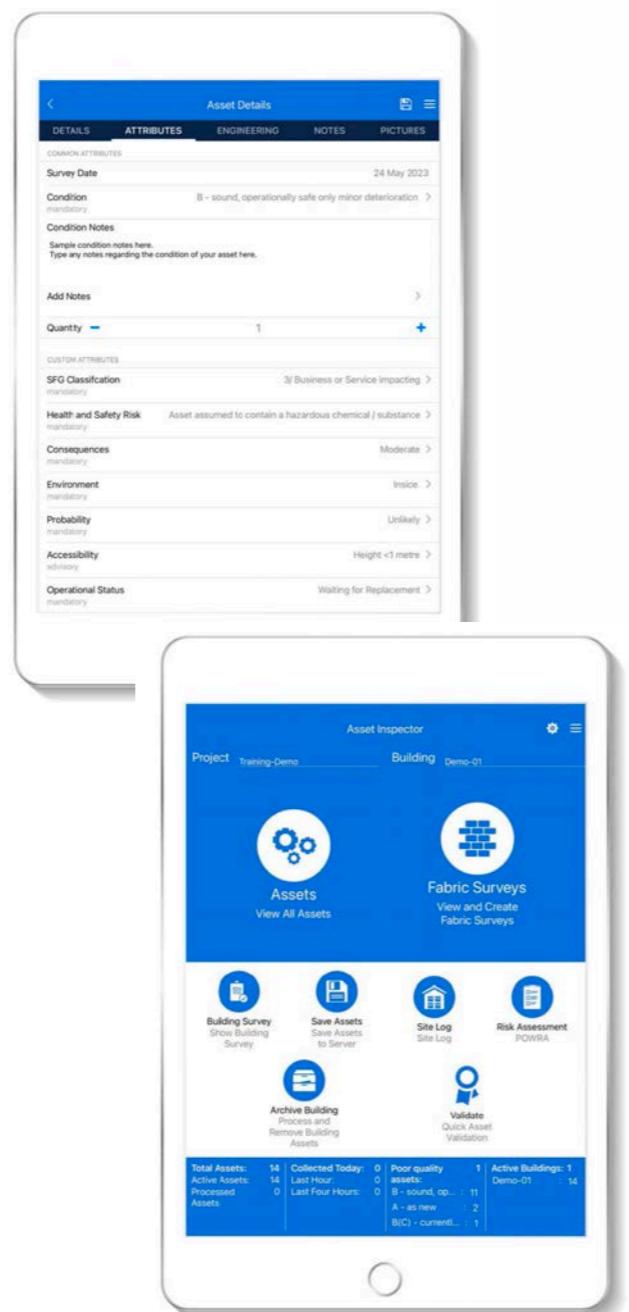
Main Features

- ▶ Tagging & Coding - Support for industry standard 1D + 2D barcodes (e.g. QR codes) and NFC tagging enables quick and consistent identification of assets in line with industry/organisational best practise.
- ▶ ISO 55000 - Asset Inspector also supports the key features of ISO 55000 helping our customers gain valuable industry accreditation.
- ▶ Real-Time Data - With a digital platform that your whole team can rely on, information is shared in real time, asset updates/additions can be completed and distributed as they are needed.
- ▶ Photographs - Audits can be stored with photographic evidence and additional supporting information. Markup and annotate photos to highlight any issues captured during your inspections.
- ▶ Quality Assured Data - Gain real-time asset visibility and streamline audit processes, understanding the condition of our customers assets, and ultimately providing quality assured data for our customers.

- ▶ Reporting & Analytics – we can view real-time dashboards and export asset data into high quality reports.

Benefits

- ▶ Gain real-time asset visibility
- ▶ Structured approach to tagging and coding assets using multilevel hierarchies and data-driven pick lists
- ▶ Deliver full accountability for company assets
- ▶ Improve business intelligence and enable better decision making



Isle of Skye – Alpha Highlands Schools
Total FM

Kinlochleven–Alpha Highlands Schools
Total FM

Inverness – Alpha Highlands Schools
Total FM

St Andrews Community Hospital
Total FM

West Lothian Council – Alpha Schools
Total FM

Livingston Helpdesk

Cambridge Cleaning - University of Cambridge
Soft FM

Avon Fire and Rescue
Hard FM

Bristol Daedalus Defence Estates
MOD Housing TFM

Portsmouth Daedalus Defence Estates
MOD Housing TFM

Maidstone Branch Kent and Medway Mental Health NHS Trust (KMMH) - Hard FM

Kent Community Health NHS Foundation Trust (KCHFT) - Hard FM

Some of our FM contracts

The flagship contracts within Mears FM are our PFI Schools contracts in the Highlands and West Lothian where we provide Total FM services to nine Primary and eight Academy schools across the region. We have successfully delivered these contracts for over 15 and 20 years respectively, where service scrutiny and success are stringently measured against robust KPIs and a successful partnered approach.

Alpha Schools Highland

A total facilities management service across 11 schools delivered since 2007 over a wide geographic and logically challenging spread in the Highlands of Scotland including the Isle of Skye.

As real hubs of the remote communities, each site also contains:

- ▶ Public Libraries
- ▶ Swimming Pools
- ▶ Leisure Centres
- ▶ Community Centres
- ▶ Art Centres
- ▶ Sports Hubs
- ▶ Adult Education Centres
- ▶ Special Needs Schools
- ▶ Offices

We delivered in excess of £2.7m in social value across the Scottish Highlands in 2025 which saw a significant impact with community development, growth, and sustainability. We have pledged to see this increase throughout 2026.



Helping schools in Scotland become net zero

We worked in partnership with Alpha Highlands to reduce CO2 levels by 252 tonnes in 2023.

Contract synopsis

To meet the client's ambitious targets in becoming net carbon zero by 2030, we implemented an ambitious LED lighting project and delivered this across all 11 schools successfully within a year. The program has helped reduce energy consumption in buildings, saving 252 tonnes of CO2 in 2023 and 2024 will see projected savings of 112 tonnes of CO2.

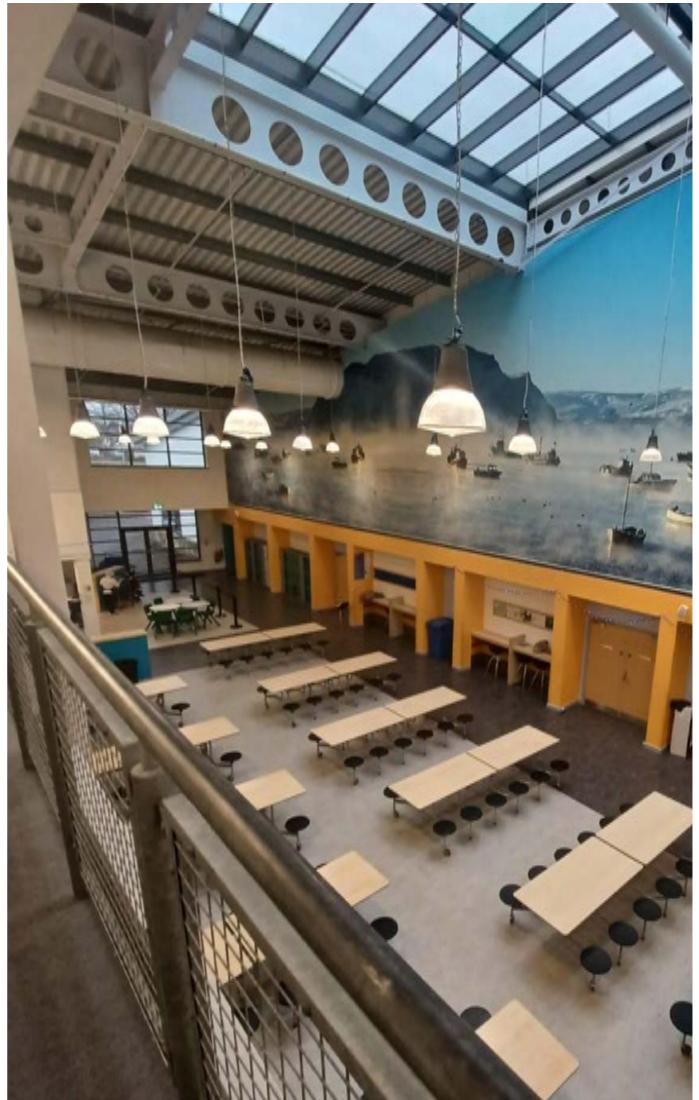
Key highlights & achievements

- ▶ Since starting the project in January 2023 and having staggered rollout throughout 2024, we have already seen an average reduction in KWH consumption of 25% and a reduction of CO2 by 25%
- ▶ The new PIR System has also helped reduce energy costs by automatically turning lights off in unoccupied rooms and dimming them in response to daylight levels.

Key achievements

- ▶ Over 1 Million KWH has been saved over 2023
- ▶ The LED initiative played a key part in the project being recognised at the 2024 Partnership Awards where we were shortlisted in the Best Operational Project category.

A teacher at Milburn School commented:
"It's great that Mears FM is helping us achieve our ambitious net zero targets and taking the carbon management of the school so seriously. The new LED lighting has made our teaching area so much brighter."



Alpha Schools West Lothian

We are working closely with Alpha Ltd and West Lothian Council to ensure we provide a comprehensive FM service that delivers on compliance, quality and best value to their six schools.

Contract synopsis

Mears FM has delivered these works since 2001 and are contracted for 30 years to deliver total facilities management services to 6 schools in the West Lothian area; three Secondary Schools and three Primary Schools.

As part of our service, Mears FM delivers on both contracts:

- ▶ Reactive repairs
- ▶ Planned maintenance
- ▶ Cleaning
- ▶ Asset and lifecycle management
- ▶ Capital Projects
- ▶ Lets management
- ▶ Utility management
- ▶ CCTV and security
- ▶ Grounds maintenance
- ▶ Specialist swimming pool maintenance
- ▶ Portage
- ▶ Energy management
- ▶ Pest control
- ▶ Waste management
- ▶ Security
- ▶ Water hygiene management

We delivered in excess of £1.7m in social value projects across the contract to support our clients and local communities with our annual Easter Egg and Christmas selection box drops to local charities.



Cleaning Services for the University of Cambridge

Contract overview

We were awarded the University of Cambridge's Cleaning Framework after a competitive tender. The contract began on 1st September 2025 for four years, with the option to extend annually for up to four more years. It covers research facilities, laboratories, teaching buildings, offices, and shared academic spaces, requiring high standards and flexibility as the estate grows.

Services provided

- ▶ We deliver weekday cleaning for offices, teaching rooms, labs, circulation areas, restrooms, kitchens, and collaborative spaces before 9am or after 5:30pm to minimise disruption. Consumables, waste removal, and hygiene monitoring are also included.
- ▶ Specialist cleaning is provided for labs, technical research spaces, lecture theatres and libraries. Supplementary services also include deep cleaning, carpet care, high-level dusting, IT cleaning, emergency response, and event clean-up. A dedicated on-site Contracts Manager, supported by supervisors and trained staff, ensures smooth delivery.

Key Highlights

- ▶ Structured management: The dedicated Contracts Manager enables clear and regular communication, rapid issue resolution, and consistently high standards
- ▶ Specialist expertise: Our teams are trained in lab protocols, technical cleaning, and handling delicate collections
- ▶ Flexibility: Scalable staffing allows smooth integration of new buildings without disrupting services
- ▶ Rapid response: Emergency and event cleaning is delivered efficiently and reliably.



Kent and Medway Mental Health NHS Trust and Kent Community Health NHS Foundation Trust contracts

Mears FM secure Kent and Medway Mental Health NHS Trust (KMMH) and Kent Community Health NHS Foundation Trust (KCHFT) contracts which sees us deliver cost-effective services within the healthcare industry.

Contract synopsis

Since mobilising both contracts in October 2023, we have developed a tailored approach that aligns with the unique needs of both KMMH and KCHFT while fostering the growth of small and medium size SMEs.

We engaged with the SMEs who were not already part of Mears' talent pool, in the vicinity of the Trusts' estate, to identify new, local suppliers and service providers.

We recognise that the healthcare industry can be dynamic and have taken into consideration the Trusts' plans for future expansion, which will bring changing needs and priorities.

Key highlights

As part of our service, Mears FM delivers the following services across the two contracts:

- ▶ 24-7 365 days a year helpdesk
- ▶ CAFM system
- ▶ All Planned Preventive Maintenance (PPM)
- ▶ Engineering services including mechanical, electrical, plumbing, heating and ventilation
- ▶ Building fabric services
- ▶ Statutory tests and inspections
- ▶ All PPM remedial, reactive repairs and minor works

St Andrew's Community Hospital

Mears delivers facilities management (FM) services for NHS Fife at St. Andrews Community Hospital.

Contract synopsis

As part of the 30 year contract, a state-of-the-art primary care facility: St Andrews Community Hospital, was completed in 2009. The facility provides various primary care services, in-patient facilities and is also the premises for Fife Council's social work services.

What have we achieved?

Mears FM has successfully implemented service delivery plans for this facilities



management contract, which are continuously improved through monitoring processes and data analysis. We also monitor the status of an asset through a Computer Aided Facilities Management platform (MCM) which allows all tasks to be recorded against a specific asset; providing an accurate timeline of issues that is consulted when evaluating replacements.

This was even more essential during the corona virus pandemic, enabling issues to be reported, logged, and worked around in a timely fashion.

Blue light contract with Avon Fire and Rescue

Contract synopsis

The Avon Fire & Rescue Service provide emergency and protection services to the communities of Bath & Northeast Somerset, Bristol, North Somerset and South Gloucestershire.

In 2022, Avon Fire Authority identified a need for a building services Mechanical & Electrical (M&E) contractor to provide M&E planned maintenance, compliance assurance and testing, response repairs, and improvement projects/quoted works across all authority owned sites.

Key highlights

We delivered planned and reactive maintenance, statutory testing of all building electrical services installations, comprising of (but not limited to):

- ▶ Fixed Wiring
- ▶ Distribution Boards
- ▶ Switch Gear including Generator Connections
- ▶ Vehicle and equipment charging equipment
- ▶ Electrical Heating (including trace heating)

What have we achieved?

Since starting the contract, we have carried out multiple upgrades and installation works to their AC conditioning systems, heating and LED lighting, within a timely manner limiting the time the stations were without heating/hot water. The fire stations include:

- ▶ **Weston Fire Station**
- ▶ **Avonmouth Fire Station**
- ▶ **Bath Fire Station**
- ▶ **Portishead Fire Station**



Maintenance and Grounds Services

DIO (Defence Infrastructure)

Mears FM are in partnership with the DIO (Defence Infrastructure Organisation) to provide a 24/7, 365 days a year helpdesk service for tenants across houses situated in Bristol and Portsmouth.

We are responsible for the repairs, maintenance and some ground works where tenants can report any faults with their property for us to attend to.

We are also present at move-ins, pre-move-outs and move-outs along with a representative from the DIO. At move-in, we

provide tenants with a handbook which our representative will go through, pointing out all important information in relation to their tenancy.

Each year on our Portsmouth estate, we have brought together the tenants and clients for the annual Family Fun Day where we have supplied an ice cream van to celebrate the year and bring the community together.



Identifying Needs and Delivering

At a strategic level, we see social value as a thread which runs through everything we do. It defines our purpose as an organisation and the values and behaviours we exhibit as we go about our daily work.

This is translated into practical action which delivers outcomes through a framework of approaches to effectively engage with communities on the ground for measuring the social impact that is created.

Social Value

In 2025, we delivered a net social value of £9.4m across our FM services and wider community with key highlights in:

> 1226

volunteering hour provided to support local community projects.

> 427

weeks worth of apprenticeships totalling £107,514 across FM to support and upskill our future workforce as part of our apprenticeship framework.

> £31K

donated for community support towards creating healthier, safer and more resilient communities

> 477.85

tonnes of hard to recycle diverted from landfill/ incineration

Key social value stories

- ▶ **Sense Project** – The South West FM team received £10,000 in Mears Foundation Grant Funding. The Sense Charity will be receiving support from Mears staff to refurbish the site, including sensory rooms, installation of new facilities, painting and decorating and completing electrical works so the charity is able to use all facilities to support their vulnerable service users.
- ▶ Two grassroots football clubs in the Scottish Highlands have received a vital boost, thanks to the generosity of the Mears Foundation and the dedicated support of the FM Highland team.

Kinlochleven Football Club and Portree Football Club, based on the Isle of Skye, have both successfully secured funding from the Mears Foundation to help cover pitch let fees and purchase essential training equipment. This much-needed support is helping the clubs continue offering inclusive sporting opportunities to people of all ages in their local communities.

- ▶ We're proud to have supported the opening of a new serenity garden at Littlebrook Hospital in Dartford, helping to create a calming outdoor space that promotes patient wellbeing and supports the reduction of violence and aggression on the wards. The project transformed a previously bare area into a therapeutic environment featuring greenery, flowers, a vegetable patch, social seating and a chicken coop.

The aim was to create an environment where patients could feel at peace and get involved with activities, to create a sense of purpose and improve their physical and mental wellbeing. The space now enables patients to spend time outdoors and take part in meaningful activities such as gardening and pet therapy, supporting personal growth and emotional wellbeing.

Customer Engagement

Understanding our customers allows us to design and deliver services that meet both their practical expectations and their emotional needs. In 2025, this approach contributed to an overall FM satisfaction score of 91%, reflecting the trust and confidence our customers place in us.

We will continue strengthening the customer experience by enhancing our

service-led processes, procedures, and systems. Our focus remains on reducing customer effort, increasing satisfaction, and building long-term trust through consistent, customer-centred delivery.

The Mears Red Thread

At Mears, the Red Thread is the DNA of our business - it connects everything we do and everyone who works here.

It isn't just a programme - it's who we are at our best. It's woven into every conversation, every action, and every improvement we make. It's how we work, support each other, and make a real difference to our clients, customers and the communities we serve.

The Red Thread is not a set of values, it's our 'way', and it's made up of four main strands: **PEOPLE | PURPOSE | BETTER | TOGETHER**

PEOPLE

We do the right thing with a clear purpose

We're not about rigid rules or just doing what's necessary. We listen, we learn, and we act with purpose. It's about making choices that genuinely help, understanding different perspectives, and always trying to do our best.

We always put **people** first. At heart, we're a people business. We see beyond just doing the job. Every person matters, it's about genuine care and real connections. Every conversation, every decision, every action - it all comes back to people.

BETTER

We take responsibility and make it better

We're always looking for ways to improve - big or small. Got an idea? Share it. See something that could work better? Speak up and own it. Your experience and insight matter. Every small improvement adds up to make a big difference.

We work and achieve **together**. No one does anything great on their own. We're a team - from the office to carers, from maintenance to management. We share ideas, support each other, and celebrate our wins together. When one of us succeeds, we all succeed.



MEARS®