



M GROUP

Essential infrastructure services for life

Partnering with M Group

An extraordinary time for infrastructure

A drive for value. An ageing infrastructure. The need to address climate change. The opportunity to leverage fast-changing technology. **We're at tipping point.**

A once in a generation challenge to deliver an infrastructure that the people, communities and economies of the UK and Ireland need. And the planet deserves. **Right across infrastructure, there's a requirement to not only maintain, but also renew and reimagine. For everyday life. And for sustainable life.** It's a huge task.

An exceptional team

It takes scale

At M Group, we work with private and public sector organisations across water, energy, highways, rail & aviation and telecom, delivering essential infrastructure services, with more than 11,000 people, 200 locations and a heritage of more than a century.

It takes a wide range of capabilities and the deepest expertise

We're constantly evolving, building our reach and growing our skills, so we can continue to deliver at the pace of change. Collaborating and working together across our Group to find the right team and technology to create the best outcome. Partnering with our clients to deliver an infrastructure that keeps our country running and supports all aspects of life. There is little we can't do.

But above all it takes vision

Working smarter to achieve more. Supporting an infrastructure that needs to adapt to a changing world. Tackling the climate crisis. Securing lasting results. All require the flexibility, fairness, resilience and excellence for which we're known. As well as the innovation, inventiveness, integration and true partnership that the future demands.

Achieving this is our ambition. And few are better placed and more committed to delivering essential infrastructure services. For life.

“

M Group has a wealth of knowledge right across infrastructure.

Client

“

In the future, we'll want our partners to demonstrate best value-for-money – budgets are getting tighter.

Client

“

The only supplier with the necessary national scale.

Client

Aligned to deliver, shaped for success...

Infrastructure is – or should be – cohesive and connected. And so should the delivery of the services that maintain, renew and reimagine it.

This means working in harmony across our business and leaning into the places where our capabilities connect. It means sharing innovation across different areas of infrastructure. It allows tech-led advances to run through everything. **It delivers economies of scale.**

We have an excellent safety track record and we actively promote safer ways of working. This includes group-wide behavioural safety initiatives, engagement workshops to influence positive choices, training, mentoring and coaching. Our focus is right team, right training, right competencies. **We're never complacent with health and safety – and our approach is driven by continuous improvement.**

We cover all aspects of infrastructure. Our **water** team is responsible for designing, maintaining and extending water and wastewater assets. Our **energy** team is providing an end-to-end service across electricity transmission, distribution and connections, EV, metering and home decarbonisation. Our **highways** team supports the safe transportation and movement of people across highways. Our **rail & aviation** team supports the safe transportation and movement of people across rail, aviation and logistics. And our **telecom** team is providing an end-to-end service to fixed, private and mobile operators, across the network lifecycle.

Water
Energy
Highways
Rail & Aviation
Telecom

360°
across the lifecycle and
all areas of infrastructure

11,000
people and
growing

'Committed' status
from EcoVadis

100+
years of history
to draw on

200
locations
across the UK
and Ireland

“
How can we maximise what we do – and drive efficiency and value? How can we make a step change in safety performance? All of these things in a growing and transitioning world, are quite challenging. There's a unique opportunity to really maximise that position.

Client

Water



Water is essential for life. And few things matter more environmentally, than balancing the demand for water and management of wastewater. You need a partner who can improve service levels, meet your business objectives and deliver on your environmental obligations.

Providing end-to-end solutions across the assets that play a vital role in the water cycle. We anticipate the challenges of the future, creating and enhancing essential infrastructure.

- Water and wastewater capital project delivery
- Demand management and network infrastructure
- MEICA and capital maintenance
- Developer services

7,000 developer services projects completed
 330,000 meters fitted and exchanged every year
 1m+ smart meters installed and still counting

Network and treatment infrastructure

User environment

Demand management and network infrastructure

24-hour repair and maintenance for water and wastewater network repairs. Planned meter installation managing the customer journey. Providing data driven solutions.

Capital projects

Major works project management to design and build services. Providing end-to-end solutions that help to safeguard the environment.

MEICA and capital maintenance

Integrated mechanical, electrical, instrumentation, control, automation and telemetry services supporting the build of new assets and optimising existing assets.

Developer services

End-to-end management of all water and wastewater developer requirements, providing reliable access to vital water and wastewater services.

Energy



Enabling the energy essential to support our lives.

Supporting the move to new forms of energy and ensuring the use of less energy. Managing the collection of data. You need a partner who can help you across the energy network infrastructure and user environment, manage sustainability and the technology transition, as well as leverage data.

We offer comprehensive services that span electricity transmission, distribution, renewable energy, electric vehicles (EV), metering, and home decarbonisation.

- Electricity transmission
- Distribution and connections
- EV
- Metering
- Home decarbonisation

1,800 km + of conductor installed a year

15 million households visited a year

Managing over 70 million records

Network infrastructure

User environment

Electricity transmission	Distribution and connections	EV	Home decarbonisation	Metering
Design, build and maintain overhead line and transmission substations at voltages up to 400kV, helping to meet growing energy demands while reducing environmental impact.	Supporting transmission and distribution network operators across gas and electricity infrastructure.	Design, installation and maintenance for EV and associated electrical infrastructure.	Eliminating fuel poverty, helping the UK reach net zero targets. Collaborating with partners to deliver large-scale domestic retrofit projects. Offering expert energy-saving advice.	Comprehensive metering services offering efficient and flexible solutions across gas, electricity and water.

Highways



Supporting the safe transportation of people through the delivery of safer, greener highways.

You need a partner who has a strong legacy of building, maintaining and operating highways partnerships with clients and supply chain partners.

As the UK's number one, and largest highway maintenance contractor for local roads, we manage over 50,000 kms of roads and over 350,000 streetlights.

- Highways maintenance
- Street lighting
- Civils projects

50,000km of roads
350,000 light assets
10,000 bridges and structures

Highways maintenance

Including planned and reactive maintenance, highway improvement schemes, cyclical activity, 24/7 emergency response and design and building maintenance.

Street lighting

Maintaining and designing street lighting assets. Asset management and central management systems, including low energy lighting. Specialist EV charging installation.

Civils projects

Specialist civil engineering for the private and public sectors including Early Contractor Involvement (ECI), design and build, structures refurbishment and strengthening, coastal/marine and new structures.

Rail & Aviation



Providing specialist solutions that support the safe movement of people. You need a partner that can manage and deliver projects across rail, aviation, defence and adjacent markets.

Solving complex challenges with resilience and innovation to meet your needs, we improve and upgrade essential transport infrastructure across the UK.

- Reactive and planned maintenance
- Civils, building and M&E projects
- Specialist aviation electrical services
- HV and LV rail electrical services

Over 40 years' experience
 Covering 6,000 miles of railway track
 24/7 support for our clients

Reactive and planned maintenance

Specialising in both planned and reactive works, proactively managing routine repairs and efficiently responding to emergencies.

Civils, building and M&E projects

Working in complex, highly regulated and safety critical environments. Bringing a wealth of expertise in survey, design, delivery, commissioning, and maintenance across the transport sector.

Specialist aviation electrical services

Installing, upgrading and maintaining electrical systems covering runways, taxiways, stands and terminals at the busiest airports in the UK, as well as for Ministry of Defence sites.

HV and LV rail electrical services

Railway electrical solutions, from design and installation to testing and maintenance, supporting safer, more sustainable journeys.

Telecom



Almost every aspect of our lives is enabled and enhanced by telecom networks.

And telecom plays a lead role in the delivery of our tech-enabled future. You need a partner who can deliver excellence today and innovate for tomorrow. At scale.

We deliver full lifecycle services for fixed, private and mobile operators across passive and active network infrastructure nationwide.

From proactive maintenance and network repairs to system upgrades and custom infrastructure, we focus on optimising performance and extending asset lifespans.

- Fixed network solutions
- Mobile network solutions
- Private network solutions

250,000 residential customers connected per year
 1m+ fibre build premises delivered per year
 National four-hour response service

Network infrastructure

User environment

Mobile

Acquisition, design, construction, transmission, commissioning and integration of mobile and broadcast networks. Working across the entire estate on macro sites, small cells, neutral host networks and in-building solutions.

Private

Comprehensive proactive and responsive network repair and maintenance. 24/7 network operations. National four-hour fault response.

Fixed

Surveying, designing, building and commissioning new networks. Repairing, maintaining and operating existing networks and decommissioning legacy networks.

End user connections

'Last mile' connections of fixed telecoms fibre from premises to dwelling for end use.

A team that excels today and innovates for tomorrow

We can only deliver the right service, by nurturing the right people. And it's an exceptional time for our people to be part of M Group. So what defines life in our organisation?

Teamwork and collaboration

Within teams and across the Group. Working seamlessly, sharing learnings and joining the dots between areas that are part of the same overall infrastructure. Safety first and service-led are second nature. Our culture is respectful, friendly and enjoyable.

A growth mindset and commitment to excellence

In a world that's constantly evolving, continuous improvement and the motivation to build skills and expertise are rewarded by a long and varied career.

Vision

The innovation to know how to tackle challenges, look ahead and anticipate what the future demands.

We focus on building the expertise, skills and capabilities of our people, across markets and value chains. Our team is enhanced by highly effective support functions and includes £50m of plant and equipment, as well as a fleet that's 10,000 strong. As individuals and together as a team, **we're always safety-first and service-led.**

Responsible

We're **responsible** and go further for our people, clients, communities and the planet

Open

We're **open** and seek new and better ways of exceeding expectations

Together

We're **together** and as one team, the whole is greater than the sum of the parts

Ambitious

We're **ambitious** and embrace opportunity, to enable Essential infrastructure services for life

An approach that doesn't cost the earth

At M Group, we support the infrastructure of everyday life, without costing the earth. Global ESG drivers – environmental challenges, social drivers, governance – influence infrastructure as a whole and that also means it influences you.

There is increased national and global legislation, a greater amount of reporting and auditing and ESG ratings to assess performance. All of which shapes the challenges and opportunities you face. **We aim to deliver essential services for life. Everyday life. And sustainable life.**

We're leading the way in ESG and this has been recognised by our 'Committed' status and a 'Good' rating from EcoVadis.

This underscores our commitment to sustainability and provides us with valuable feedback to refine our ESG strategy, manage our impact, support local communities and enhance our commitment to established policies and procedures.

That's not all.

We're actively delivering social value

Through our armed forces recruitment, our support of ex-offenders getting back to work, our ambassadors visiting schools and universities – and more.

The health, wellbeing and safety of our people is critical

We aim to improve our performance year-on-year. We have a long track record of receiving prestigious health and safety awards. Our behavioural safety framework helps deliver health and safety minimum standards right across the business. Our initiatives are helping open the conversation around mental health. We have a long track record of receiving prestigious health and safety awards.

We celebrate diversity, foster an inclusive workplace and deliver the equity our people need to succeed

Our employee networks span all strands of diversity and make a tangible difference to shaping policy, raising awareness and providing support.



'Good' rating from EcoVadis, benchmarked by over 150,000 global businesses



Committed status from EcoVadis



“Sustainable is getting higher and higher up our agenda. We'll be making greater demands on this.”

Client

“What we do – and M Group does – is aligned to the world. We can help move the country and the planet to a better place.”

Client

A proud past and exciting future

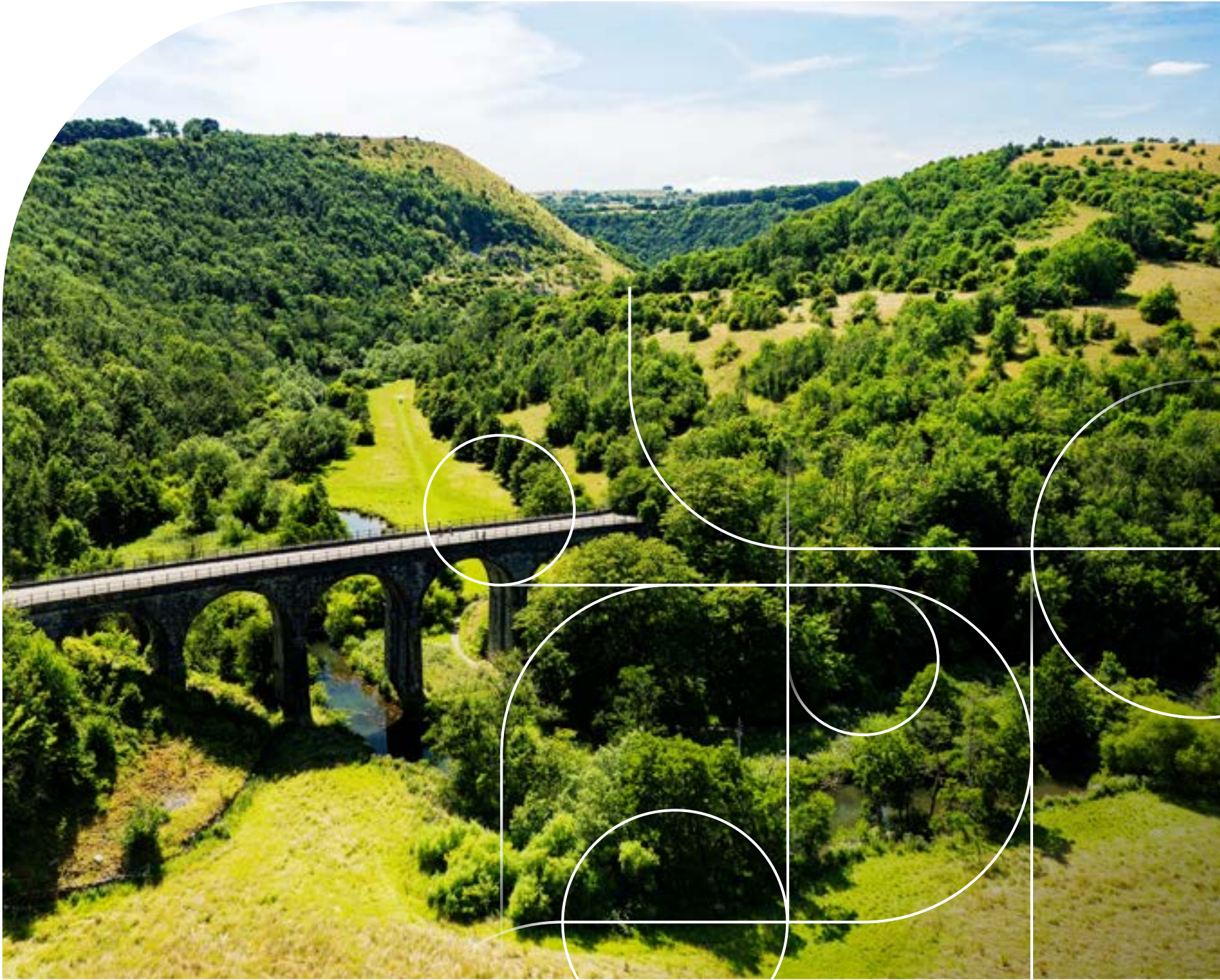
At M Group, we have always been at the heart of solving infrastructure challenges – and these are becoming ever more complex. We achieve this through excellence in all we do and also through innovation. This characterises how we approach problem-solving, delivering best practice, being compliant, a leader on ESG and delivering business performance.

We have a history that spans more than a century. Delivering essential infrastructure services for life requires scale, depth and breadth across all areas of infrastructure, that are essential to the efficient and effective running of the UK and Ireland. And our lives. **So we've built and grown our business to align to those ever-changing and growing needs.**

As we face our once in a generation challenge to maintain, renew and reimagine infrastructure, we'll be doubling down on the principle of growth and innovation. This is why few organisations are better placed and more committed to delivering **essential infrastructure services. For life.**

“ We want to feel the benefit of M Group's... other services, innovation, looking ahead. **Client**

“ A unique opportunity for M Group to maximise their position. **Client**





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We're at tipping point

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**Let's achieve it together. For everyday life.
And sustainable life.**

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services for life**