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Dear Customer

NOTIFICATION OF TRANSFER OF A GOING CONCERN (TOGC) AND CHANGE OF LEGAL ENTITY

As a valued customer, I am writing to inform you of an upcoming change to the Clymac legal entity.

Since the acquisition of Marlowe plc by Mitie Group plc in August 2025, a strategic review has been undertaken to simplify our corporate structure to deliver a more integrated and streamlined service for our customers.

This communication informs you of our intention to transfer all parties' contractual obligations from Clymac Limited (03019000) to Mitie Security Limited (01013210), trading as Mitie Fire & Security, with effect from 1 October 2026.

Our obligations under your existing agreements remain unaffected by the transfer and Mitie Security Limited commits to ensuring all our existing contractual obligations continue to be met.

What are the benefits for you?

By bringing together the capabilities and resources of Clymac and Mitie into a single operating entity, we will create a unified model that better supports our customers and our team members.

Combining our business development and operational expertise under a single brand will enable us to deliver an outstanding customer experience and a fully comprehensive service offering.

With UK-wide coverage and in-house delivery capabilities, the combined business offers a comprehensive and integrated approach to our customers' safety, regulatory compliance and the upkeep of the building systems they rely on.

This transition allows us to:

- Benefit from Mitie's technology
- Strengthen our long-term ability to support customers of all sizes and service requirements
- Enhance resilience, compliance, and operational efficiency
- Continue to invest in technology, systems, and service delivery

What will stay the same

For our customers, there will be no significant change.

Clymac Limited

Registered Name: Clymac Limited
Registered Office: Level 12 The Shard, 32 London Bridge Street, London, SE1 9SG
Registered in England and Wales. Company number: 03019000
VAT number: GB610416783



- Our adherence to our agreed contractual obligations, Service Level Agreements and pricing will not be affected by the transfer
- Our insurance cover and commitment to health, safety and quality will continue unaffected
- Our certification, accreditation and leading industry memberships will be reviewed and transferred as required

What is going to change

Bank Details

As part of this process, Clymac will migrate its banking facilities. Our updated company and bank details are provided below for your records.

Please ensure that this notification is distributed to the relevant teams and individuals within your organisation and that your records are updated for 1 October 2026.

Please continue to pay into the Clymac bank account up to 30 September 2026. From 1 October 2026, please make payments into the new account detailed below in the name of Mitie Security Limited.

Detail	Information
Payee / Company Name	Mitie Security Limited
Company Registration No	01013210
VAT Registration No	GB416706654
Registered Office	Level 12 The Shard, 32 London Bridge Street, London, SE1 9SG
Bank Name	Barclays Bank PLC
Bank Address	PO Box 6539, Leicester, Leicestershire, LE87 2BB
Sort Code	20-13-42
Account Number	73570096
SWIFT / BIC	BARCGB2
IBAN	GB19BARC20134273570096
UTR Number	10520 02325

All payment correspondence from 1 October 2026 should be sent to:

Accounts Department, Mitie, 650 Pavilion Drive Northampton Business Park Brackmills Northampton NN4 7SL.
Remittance Email: msl.accountsreceivable@mitie.com

If you require a copy of these bank details on Mitie letterhead, please email integration@clymac.co.uk

Please note:

- All payments after 1 October 2026 should be paid into the Mitie Security Limited bank account as detailed above.
- Orders received before 1 October 2026 and fulfilled by Clymac before 1 October 2026 will be invoiced by Clymac Limited.
- Orders received before 1 October 2026 but not fulfilled by Clymac until after 1 October 2026 will be invoiced by Mitie Security Limited.
- Orders received after 1 October 2026 in the name of Clymac will need to be re-issued to Mitie Security Limited.

- Please update your ordering system and contact us should you require any additional information so that orders may be issued to Mitie Security Limited.

Customer Operations

Our operational processes and how we engage with you will be integrated into the wider Mitie Fire & Security operation by 1 October 2026.

By integrating our capabilities, we are strengthening our ability to respond quickly, manage demand effectively, and maintain high service standards.

Full contact information and instructions will be provided in subsequent communications.

Branding

We aim to conclude the transfer by 1 October 2026, when all future company communications will be branded Mitie Fire & Security.

Examples of the types of documents branded as Mitie Fire & Security include:

- Quotations
- Invoices
- Dockets and other operational paperwork
- Health and Safety Documentation (RAMS)
- ID Cards, uniform and vehicle livery

Please be aware that the update of our vehicle livery will be gradual and our engineers may attend your site in a Clymac branded vehicle. However, to assure you of their identity, their photographic ID cards will be branded Mitie Fire & Security.

Email and Website

In addition, from 1 October 2026, our email addresses will migrate to the @mitie.com domain. All current email addresses will be automatically redirected to ensure no communication is lost. Please continue to use existing email addresses until 1 October 2026.

Our current website will also migrate to mitiefireandsecurity.com, and our social media accounts and online directories will be updated accordingly.

What happens next

No further action is required from you at this time and further updates will be provided to you throughout the process. If you require a copy of this communication on company letterhead, click the link below to view or download a PDF copy from our website. If we do not hear from you by 28 August 2026, you will be deemed to have accepted the information contained within this communication.

This is an exciting step for our business and our customers, and I wish to take this opportunity to thank you for your continued custom. I look forward to continuing our valued relationship and exploring the new opportunities available to us all.

If you have any questions, or require any additional information, please do not hesitate to contact us via email at integration@clymac.co.uk.

Yours faithfully

Richard Breckell
Operations Director