



WINTER 2019

# The Exceptional

The Magazine for Mitie People



## Going the extra mile on The Royal Mile

CREATING THE PERFECT CHRISTMAS  
with Mitie

A MITIE JOURNEY THIS  
Christmas

CATCH UP with  
Colin Dobell

COUNTDOWN  
TO CHRISTMAS

TAKE 5 with  
Simon Venn

MITIE STARS  
Hall of Fame

LLOYDS BANKING GROUP  
Banks on Mitie



## A word from Phil

Welcome to the special Christmas edition of our employee magazine, *The Exceptional*, which shares news, successes and celebrates the exceptional work our colleagues deliver each and every day.

What an incredibly busy year it's been for everyone at Mitie! As it comes to an end, it's important to reflect on our achievements. We've made some great progress on our transformation journey, continued to deliver exceptional services to our customers, secured some important new wins and seen some significant contract extensions. One of the things I've been most proud of has been our recognition as one of the UK's most Diverse and Inclusive companies for the second year running!

We couldn't have done this without you, so thank you for your commitment and hard work. We should all be very proud to wear the 'Mitie badge'.

Our people are Mitie's most valuable asset and putting them first, listening to their needs and rewarding those who go the extra mile is something I care most about. In order to make Mitie a 'Great Place to Work', we've implemented a number of improvements following the feedback you provided in our Upload employee survey – you can read more about this on page 14.

We also recently launched our new reward and recognition platform, Celebration Hub, where you can find details about the benefits available to you as a Mitie employee and tools to help you recognise your colleagues for a job well done. If you haven't already signed up for an account, I encourage you to do so. You can see more details on the next page.

Congratulations to Bernie Fox from the Document Management team at Lloyds Banking Group, Shauna McGonigle from the Care & Custody team in Ireland and Vanessa Ferreira from our Engineering Services team in Manchester who were the lucky winners of our launch issue competition. Bernie was the recipient of an iPad and Shauna and Vanessa each received a pair of headphones. You'll see that we have some more fantastic prizes up for grabs in our brand-new digital advent calendar, including a trip for two to New York! You can find out how to take part on the back page.

Christmas is fast approaching, but while many of us will be spending time with loved ones, it's important to remember that over 12,000 Mitie colleagues will be working over the Christmas holidays to keep our customers safe and well looked after. A special thanks to each and every one of our colleagues working over this time – you're truly exceptional and I appreciate everything you do.

Again, a big thanks from me for all of your efforts this year. I wish you and your families a safe and happy festive season and all the very best for 2020.

**Phil Bentley**  
CEO, Mitie Group plc

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### GET INVOLVED!

If you have a story you'd like to see in the next edition of the magazine or if you'd like to share your feedback good and bad – please email [magazine@mitie.com](mailto:magazine@mitie.com)

# The brand-new Celebration Hub



## Mideals has had a makeover!

We know how important it is to be recognised for a job well done, but in this year's Upload Survey, less than 50% of you thought you received appropriate recognition for your contributions and accomplishments, which simply isn't enough.

We want everyone to feel valued and recognised for the work that they do, which is why reward and recognition has been a big focus for us over the last 12 months.

We've given Mideals a makeover to make it easier than ever to recognise and celebrate our teams delivering the exceptional every day.

The new and improved platform, now called Celebration Hub, is our one stop shop for all things celebration at Mitie. It's the place to go to nominate Mitie Stars, claim long service awards, send celebratory e-cards, view the benefits available to you, order our newly branded values postcards, see good news stories, and access information to support your wellbeing!



To log on, go to [www.celebration-hub.com](http://www.celebration-hub.com) and register using your NI number and date of birth.

## 'Tis the season to be saving!

Make the most of the Mideals discounts and offers now available on Celebration Hub this holiday season!

### Fun fact:

Since January, Mitie employees have spent £3.7m and made £310,000 worth of savings through Mideals!

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\*Please note discounts and offers may vary.



# Creating the perfect Christmas with Mitie

For most of us, the lead up to Christmas usually begins on 1 December, but for a small team of Mitie elves based in Nottingham, the preparations start in March!

We provide customers with both indoor and outdoor displays, including real and replica trees ranging from 3ft to 30ft, wreaths, garlands, Christmas bowls and decorative lighting. Last year, the team delivered around 600 trees, making £500,000! This year, the team are on a mission to increase this to £600,000.

Our very own Mrs Claus, otherwise known as the Mitie Christmas Manager, Jenny Smith, has been with the business for 18 months and works year-round to get ready for the Christmas rush. Our Interior Landscapes Manager, Bob Capel, oversees all things Christmas to make sure it all goes according to plan. Jenny and her team spend



most of the year organising stock from the year before (as all of our artificial trees are recycled), combing through over 100,000 baubles to make sure they aren't damaged or scratched, and untangling 40km worth of lights.

From the Nottingham workshop, the elves must prepare and pack Christmas kits for every site we decorate. The decorations are sorted in a variety of colour combinations, each with their own name, including 'Cranberry Sauce' which is made up of red and gold baubles, and 'Snowfall' which is silver, white and aqua.

Around 120 landscapers then collect, deliver and build the trees and displays over a three-week period beginning the last week in November. But not before they complete Christmas tree training with Mrs Claus herself, where they're taught all the necessary Livesafe guidelines and top tips for building the fluffiest tree.

And just as quickly as it begins, it's over, and all of the decorations must be taken down and collected by the twelfth night, which is the 6 January, ready for the team to do it all over again in 2020.

After all their hard work, all that's left for the team to do is put their feet up by the fire and enjoy a festive tippie and a mince pie while Rudolf eats his carrots.



# CATCH UP

With  
**Colin Dobell**



I'm so proud to be celebrating Care & Custody's tenth anniversary this year. When we first started out, we were a team of two with no contracts to our name and we were bidding against the likes of G4S and Serco with all their bidding capability. We now employ over 2,000 people and turn over £115m a year – which is testament to our people, who have helped build our reputation of delivering public services to an exceptional standard.

Our business continues to perform well, and if we look across all our contracts, they're all performing as expected, with some exceeding expectations which is great news. In particular, we've made enormous progress in Escorting Services – a contract which we won almost 18 months ago. It was originally

performing against 74% delivery for the Home Office and now we're seeing that number consistently above 99% which is a fantastic achievement!

We have some big opportunities on the horizon, including the Gatwick Immigration Removal Centre. We've submitted our bid and, if successful, this will add 20% to the turnover of our business. We're also preparing bids for the provision of forensic medical examination services for a number of police forces – the biggest being Thames Valley Police – and the electronic tagging of ex-foreign national offenders on behalf of the Home Office. On top of that, we've recently secured a place on the Prison



Our colleagues are dealing with some of society's most vulnerable people, whether it be through police custody or immigration detention – the work they do changes people's lives on a daily basis.



Operator Services Framework (POSF) which means we can bid for any prison operations that come to market over the next six years and opens up £2bn worth of opportunity.

I honestly believe that it's our people that make our business. Recently, I had the opportunity to meet some of our Mitie Star winners and hear their stories about how they go above and beyond to deliver exceptional service in what can be a very challenging environment. Our colleagues are dealing with some of society's most vulnerable people, whether it be through police custody or immigration detention – the work they do changes people's lives on a daily basis. It was an honour to hear their stories.

As you can see there's exciting times ahead, and I'm really looking forward to finding out what the future holds for us all. Thank you all for your continued support and incredible work. I hope that you all enjoy the Christmas season and have a chance to celebrate with your family and friends.

Very best,

**Colin Dobell**  
Managing Director, Care & Custody



## A spotlight on Care & Custody's Escorting Services

The Escorting Services team has gone from strength to strength over the last 18 months, having improved their service delivery for the Home Office from 74% to 99.5%.

People aren't always sure what 'Escorting Services' actually means, so here's an insight into what this team of over 1,100 people deliver.

### In Country Escorting (ICE):

Collecting and securely transporting detainees from land and sea-based ports, Immigration Enforcement Reporting Centres, holding rooms and police stations across the UK. We also transfer detainees between all Immigration Removal Centres and court.

### Overseas Escorting (OSE):

Escorting detainees from the UK, to and from an overseas destination on scheduled or chartered flights - including several 'high risk' destinations.

### Management of detainees:

Within 26 holding rooms and control rooms – with three operational sites in France.

### Operation and management of detainees:

Across two residential short-term holding facilities, in Manchester and Larne, Northern Ireland.

We work with a huge number of stakeholders, including the Home Office, Border Force, police forces, HMCTS (courts) and all major airlines, not forgetting prisons and Immigration Removal Centres. Every day can pose a new challenge and could see our team members co-ordinating and transporting detainees across the length and breadth of the UK. Considerable time and effort goes into the transfer and removal of detainees, which our dedicated Operational Control Centre (OCC) at Mitec in Northern Ireland manages for all ICE related moves, with a separate OCC in Gatwick for all overseas removals.

The delivery of escorting services can be challenging depending upon demand; on average, we have 60-70 secure vehicles on the road within a 24-hour period each weekday. There are approximately 300 transported moves daily, with near 18,000 removals each year. On top of our contractual and operational requirements, it's imperative that we look after every detainee in our care with empathy, decency and respect. Many detainees may be vulnerable people and feel anxious or worried about their future.



Without doubt, working in Escorting Services, can be incredibly rewarding but it can also be tough at times. Resilience, positivity, flexibility and support is essential to our business... a good sense of humour can help too! I'm very lucky and proud to have such a great team operating across all areas of the contract.



**Paul Morrison,**  
Contract Director for Escorting Services



# 7 THINGS YOU NEED TO KNOW

## The Typhoons take Canada



1

## A wheely good turn out in Ireland!

Recently, Stephen, Oksna, Kevin, Liam and Colm from our team based in Ireland took part in The Peter McVerry Trust annual fundraising event, 'Cycle to Wexford'. In total, 20 Mitie colleagues were involved in running the day in aid of their charity partner, by providing logistics and catering support, as well as taking part in the ride. We received fantastic feedback from the team at Peter McVerry, who appreciated Mitie helping to make the day such a success!



## 3 Team Talk Live '19

Team Talk Live 2019 saw the Executive Team travel around the country in September to meet managers, supervisors and frontline colleagues from across the business.

The theme of the event was 'We're nothing without you' and the action-packed agenda featured presentations on our strategy and direction, our achievements over the last 12 months and how we're working to create a great place to work.

Head to [www.mitie.com/teamtalklive](http://www.mitie.com/teamtalklive) to see all the material from the day including the videos, the presentation, and links to new initiatives and campaigns!

2



## 4 Next stop, the Olympics!

Mitchell Barker, Cleaning Supervisor on the Merseyrail contract in Liverpool, is currently training for the 2020 World Team Table Tennis Championships in Busan, South Korea and the 2020 Summer Olympics in Tokyo, Japan!

Mitchell started table tennis training at the age of eight and soon became the County Table Tennis Champion. At 11, Mitchell and his family emigrated to New Zealand, where he reached the Adult's Table Tennis squad at just 14, representing New Zealand in both youth and senior squads at home and overseas. When Mitchell moved back to UK, he regained a place in National Squads and now plays for the Wirral and Liverpool teams, as well as a professional club in Belgium, which he visits twice a month.

Mitchell has won the Wirral Table Tennis League and Table Tennis Cup five years in a row and we can't wait to see where his talent takes him next!

## 7 Who you gonna call...?! Colin!

Landscapes Mechanic, Colin Hicks, will definitely be on Santa's 'Nice List' this year for the incredible work he does as part of the National 4x4 Response Network charity, whose aim is to support police, fire rescue and water rescue teams in severe weather conditions and other emergencies.

Colin is one of four founding members of the Nottinghamshire emergency response team, made up of 38 volunteers who are fully qualified to drive in extreme conditions. When the



## 5 Our vehicles have had a makeover

You probably often see one of our 5,800 vehicles out and about on the roads. Our vans drive the length and breadth of the UK and, until now, we haven't used them to fully promote Mitie and our services. So, to take full advantage of these portable advertising billboards, we've developed some eye-catching new designs!

The design proudly states our strapline 'The UK's Leading Facilities Management Provider' and each new vehicle will also include a business unit specific strapline and in support of our safe driving programme, a 'How's my driving?' message.

The designs will only be applied to new vans, starting with our new electric models, which means they should all have the new livery by the end of three years. Keep an eye out for the vans with the new look, which are on the roads now!

## 6 The winners of the Exceptional Contribution Awards



You said you wanted more reward and recognition. So, earlier this year, we launched the Exceptional Contribution Awards and the winners were announced at the Team Talk Live events.

Nominations were judged by the Executive Team, who were looking for a team or individual that embodies our values, and consistently goes out of their way to win for Mitie.

The judges had a hard job, but congratulations to our winners Tina McCurrach and the FM Team at Sainsbury's Bank HQ Edinburgh and Rosyth; Erin Charlton; Sally Knight; the Hinchingbrooke Hospital Team; Chris Beer and David Doe and the Centre Point Team! Check out all of our winners and runners up here. >>





# Banking on Mitie



Lloyds Banking Group (LBG) is Mitie's largest customer and our relationship has been on quite a journey over the years to get to where we are today. This key contract has grown from a small team of colleagues cleaning a handful of branches in Scotland, for then TSB Bank in 1984, to the fully Integrated Facilities Management (IFM) contract we now deliver worth £170m each year.



A key milestone for this contract came in 2012, when LBG first selected Mitie to deliver IFM services across its estate of 1,800 buildings, including branches, offices, trading floors, data centres, business critical operational buildings, residential training centres and even its Museum on the Mound, which gives visitors an insight into the world of money and the history of the bank.

In September this year, we secured an extension to our multi-service contract with LBG which was mobilised on Friday 1 November and will now run through until the end of 2024! As part of the agreement, 6,000 Mitie colleagues will continue to deliver 30 service lines, including engineering, security, cleaning, catering and data centre services, and will have a 24/7 presence on business-critical buildings nationwide.

A significant contribution to the success of this extension was the development of an innovative new payment-by-results model, where the payments we receive are determined by the quality of the services we deliver. This means that our interests are now completely aligned with this key customer and will ensure that all of LBG's branches and facilities are maintained to the very highest of standards.



We're delighted to be continuing our partnership with Lloyds Banking Group and to be able to drive innovation in the IFM sector. The evolution of the LBG contract is a great achievement and is a testament to the exceptional team we have in place, who work hard to continuously deliver outstanding results. Thank you to everyone working on the account for all of your efforts!

Gordon White, Client Account Director



# Take **5** With Simon Venn



“ As a British business, we’re passionate about having a positive impact on the lives of service people, their dependents and the communities in which they live. ”

We’re currently working on our first major bid with the MoD to deliver Hard FM Services across a significant number of Navy, Army and RAF establishments. Their estate is split into four regions, Scotland and Northern Ireland, Central, South East and South West, and a maximum of two regions can be awarded to each supplier.

As a British business, we’re passionate about having a positive impact on the lives of service people, their dependents and the communities in which they live. This year, we’ve made significant progress in furthering our commitment to this group by launching the Mitie Military, our new armed forces employee network, and a dedicated Armed Forces Careers Portal for those with a military background to explore potential career opportunities at Mitie. We were also delighted to recently announce our official sponsorship of the Army Rugby Union teams!

We help our clients deliver ‘the exceptional, every day’ and there can be no greater responsibility than to do so for the UK’s Armed Forces, we look forward to growing this valuable partnership into the future.

All that’s left to say is I wish you a very Merry Christmas and I hope you are able to take some time to celebrate with family and friends. See you in the new year!

**Simon Venn**  
Chief Government and Strategy Officer

An important part of our current business strategy is focused on growing our relationship with government. We’re currently seeing a growing number of large bid opportunities within the public sector and the UK’s defence industry’s facilities management requirements alone are worth £3.7 billion, making it a core area of focus for Mitie.

Our vision is to partner with the military and the Defence Infrastructure Organisation to bring our knowledge, energy and focus to the delivery of first class integrated facilities management to the defence estate.

We’re proud to have developed a dedicated defence team made up of military veterans and experts in both defence bidding and FM service delivery. It’s this expertise, alongside our experience working with large complex clients who have security at the top of their agenda, that positions us perfectly to work in the defence sector.

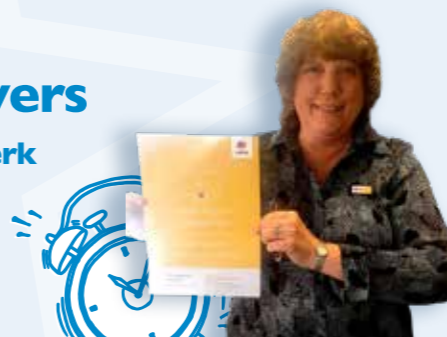
Over the last 12 months, we’ve been working hard to build strong relationships within the Cabinet Office and have secured a place on several government frameworks, including the Defence Crown Commercial Service framework. This sets us apart as one of just six government approved suppliers and allows us to bid for opportunities with the Ministry of Defence (MoD).

## Back to where it all began

### Celebrating LONG SERVICE at Mitie

This year alone, we’ve had an incredible **3,819** employees celebrate either **5, 10, 15, 20, 30, 40** or **50 years of service** – thank you for all of your dedication, hard work and loyalty. We recently caught up with some of our long-standing colleagues to find out more about their time with the business.

#### Julie Sayers Postroom Clerk



Julie Sayers, Postroom Clerk from Marsh & McLennan Companies, celebrated **40 years long service** on 30 July 2019.

Julie said: “I started as a receptionist and post clerk with Brown Shipleigh a private bank on the 30 July 1979. Over the years I’ve been transferred by TUPE three times and I’ve now been with Mitie for five years. My team and I organise the post, couriers, stationary, meeting room bookings and lots more. If I could go back in time and give my younger self advice, it would be to always be prepared and not to worry so much about making mistakes, life is too short!”

**ON THE DAY**  
Julie started

**NUMBER #1** I DON’T LIKE MONDAYS BY THE BOOMTOWN RATS WAS NUMBER 1

THE AVERAGE HOUSE COST **£18,785**

A LITRE OF FUEL COST **22 PENCE**

**TOTAL DAYS WORKED**  
**14,737**

#### Stephen Mead Supervisor in Engineering Services



Stephen Mead, Supervisor in Engineering Services celebrated **46 years service** on 6 March 2019.

Stephen said: “My career with Mitie began three and a half years ago, when I transferred from Carillion. I originally started on 6 March 1973 as a Maintenance Electrician, working directly for the NHS Estates Department. My role has changed over the years and I now manage the maintenance at Clacton Hospital. Even after 46 years I still enjoy helping in some way to make visits to hospital as pleasant and trouble free as possible.”

**ON THE DAY**  
Stephen started

**NUMBER #1** COME ON FEEL THE NOIZE BY SLADE WAS NUMBER 1

THE AVERAGE COST OF A FOOD SHOP WAS **£1.69**

THE AVERAGE CAR PRICE WAS **£1,340**

**TOTAL DAYS WORKED**  
**17,074**

#### Iain Smith & Angela De Freitas Distribution Team



Iain Smith and Angela De Freitas from the Distribution Team at Linklaters both celebrated **20 years** on 31 August 2019.

Iain said: “I joined Pitney Bowes at Linklaters in August 1999 and I’ve been employed by Mitie since 2001. If I could give advice to myself starting out in my career, it would be to make education a priority, to get out of my comfort zone, and start saving money as soon as possible”

Angela said: “I started as a Post Room Messenger at Linklaters for Pitney Bowes in 1999, and I transferred to Mitie in 2001. The thing I enjoy most about my role is helping people, putting smiles on their faces each day and working as part of a fantastic team.”

**ON THE DAY**  
Iain & Angela started

**NUMBER #1** MAMBO NO.5 BY LOU BEGA WAS NUMBER 1

THE AVERAGE HOUSE COST **£111,639**

A LITRE OF FUEL COST **77 PENCE**

**TOTAL DAYS WORKED**  
**7,410**



# YOU SAID. WE DID.

Making Mitie a fantastic place to work is one of our key priorities, which is why we run an annual employee engagement survey, called Upload.

In March this year, over 15,000 of you completed Upload and your feedback has helped to shape the improvements we've made over the last nine months.

## Your feedback identified five key areas for improvement

1

### Employee Brand

Make Mitie a great place to work for someone with your skills and experience.

2

### Empowerment & Autonomy

Ensure your ideas make a difference.

3

### Reward & Recognition

Recognise and celebrate great performance.

4

### Enabling Infrastructure

Continue developments in technology and processes to allow you to be as productive as possible.

5

### Collaboration

Encourage the sharing of best practice and effective cooperation between different groups / departments at Mitie.

Since the results, we've been working hard to make improvements based on what you said in each of these areas.

1

## Employee Brand

YOU SAID

We should give back to the local community

We should put our employees first

We should provide more training and development opportunities

We should improve our induction process

WE DID

From April 2020 we'll be giving each employee an additional day off to volunteer for a charitable cause of their choice.

We created a video called 'We're nothing without you!' to showcase and celebrate our exceptional people.

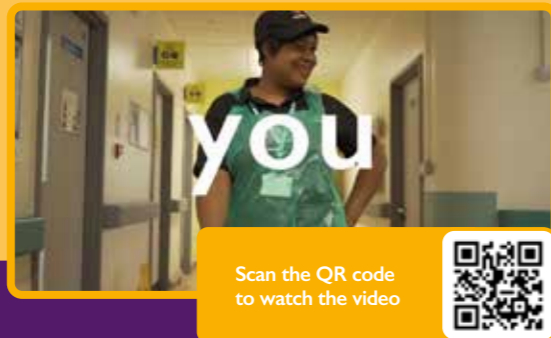
We launched our new Learning & Development offering, to help you be successful and proud of what you can achieve.

We launched the brand-new induction programme for all new starters.

Scan this QR code to complete the new induction



Scan the QR code to read our Social Value Report



Scan the QR code to watch the video



2

## Empowerment & Autonomy

YOU SAID

We should listen to our employees on the ground

We should communicate our business strategy more effectively and so everyone can see how they play their part

WE DID

Board member, Jenny Duvalier, is responsible for ensuring that our employee's voices are considered and represented at Board meetings. Jenny has already hosted 10 employee listening events across the country, with more planned next year.



Team Talk Live was designed to update our people on our strategy and what we're aiming to achieve over the next 12 months.

Scan the QR code for more information

Team Talk Live



3

## Reward & Recognition

YOU SAID

We should send our people cards to celebrate their birthday and other milestones

We should do more to reward and recognise our people

We should thank our people for a job well done

WE DID

We launched Celebration Hub, our one stop shop for all things recognition at Mitie. Here you can send e-cards to say happy birthday, congratulations and welcome to the team!

Scan this QR code to visit Celebration Hub



We launched the Exceptional Contribution Award.

Scan the QR code to see our winners



We relaunched our values 'thank you' cards with all new designs.



Scan this QR code to send a thank you card

Celebration Hub



4

## Enabling Infrastructure

YOU SAID

We should continue to simplify structure, processes and strategy

We should improve our IT infrastructure

WE DID

We're on a mission to Simplify Mitie. Quality Improvement Council (QIC) is working to tackle processes, systems and data issues and drive the better use of technology. If you have any ideas, please email [simplifyingmitie@mitie.com](mailto:simplifyingmitie@mitie.com)

We've implemented a number of improvements to our IT infrastructure.

SIMPLIFYING MITIE

5

## Collaboration

YOU SAID

We should make the procurement team more accessible

There should be more collaboration across business areas in Mitie

We should have a more open approach to internal vacancies

We should continue to improve communications throughout the business

WE DID

We introduced the Procurement helpdesk and our SpendSmart Hub which gives you all the information you need on procurement at Mitie.

Scan the QR code to visit SpendSmart



spendsmart  
Removing £1 in every £30

We introduced new Strategic Account Managers (SAMs) across our top 40 accounts to lead in a 'One Mitie' approach.

We launched the Talent Hub which gives complete visibility of vacancies across Mitie, so for the first time, you can look across divisions for your next role.

Scan the QR code to search for new vacancies



Talent Hub



We're communicating more than ever before. Yammer, monthly Download, weekly Recap and our brand-new employee magazine, The Exceptional, keep our people across the business up to date.





# Hall of Fame

We have an incredible number of people throughout the business going the extra mile for colleagues and customers. Here are just a few stories of colleagues who have gone above and beyond and received a Mitie Star this year!



## Francis Ohene Nyako

Security Officer

Time at Mitie **8 years**

On 17 August, Francis was working the night shift. He noticed someone suspicious had entered the grounds through the loading bay. Francis approached the man as he was trying to get through the building and walk to the other side. Francis asked the man to leave, but shortly afterwards, once Francis had returned to the control room, he saw the same man on CCTV, but this time he was in the bike store.

Francis left the control room and went back to approach the man because he suspected that the trespasser would keep coming back. That's when he decided to phone the police and when they arrived, the officers arrested the man for trespassing.

Throughout the whole incident, Francis was calm and professional in handling the situation.

Francis says, "I'm a strong believer that when we strive to get better than we are, everything around us becomes better too, so that is the mantra I live by and I think it's great that Mitie recognises my contribution!"



## Tahir Dar

Security Officer

Time at Mitie **3 ½ years**

When Tahir was at work on the 29 August, he suddenly received an urgent call because a visitor to the site was suspected of suffering a heart attack. Tahir arrived and found the man unconscious and gasping for air. Straight away, he began giving the man CPR and told colleagues to call 999.

Tahir then asked for a defibrillator to be brought to him and the emergency responder told him to use it while they sent an ambulance.

When the paramedics arrived, they took over the patient's case and took him straight to hospital for further treatment.

Once the patient recovered, his family came back to the site and thank Tahir in person after the patient survived his heart attack.

Tahir says, "I'm very happy with the acknowledgement and I appreciate the award from Mitie. I feel really proud of my actions and I'm so glad that I was able to save the man's life."



## Troy Hall

Technical Supervisor

Time at Mitie **1 year 10 months**

On the 1 September this year, one of Troy's sites was scheduled for a major outage of both low voltage and high voltage power. It was one of the most intrusive maintenance events for the client, but Troy had already booked annual leave.

Other Mitie colleagues didn't have the right expertise for the task or couldn't work on that Sunday.

He called his manager back and told him that he'd changed his family holiday plans and would come to work. When the client returned to the site on Monday morning, all of the systems were working as they should be – all thanks to Troy.

By rearranging his holiday plans, Troy definitely went above and beyond his responsibilities as a Mitie employee.

Troy says, "I'm incredibly appreciated at Mitie and I'm overwhelmed that my commitment is recognised. Whether it's daily maintenance or small projects, I always make sure that I meet the needs of the people I work with."

# What's Cooking

GATHER  
—&—  
GATHER

## TURKEY, CHESTNUT & CRANBERRY SAUSAGE ROLL

MAKES 10

### INGREDIENTS

1kg turkey mince  
100g prepared chestnuts  
50g dried cranberries  
7g garlic, peeled  
12g salt  
1 puff pastry sheet  
1 egg  
2g thyme  
3g fennel seeds  
2g sea salt  
10g parsley

### METHOD

1. Mix chopped parsley, chopped garlic, salt, cranberries, coarsely chopped chestnuts and turkey mince until fully combined.
2. Check seasoning by frying a small sample of mix in pan, adjust as needed.
3. Place mixture into a piping bag and pipe onto puff pastry, roll and seal ends. Slice into even sized portions cleaning knife each time.
4. Separate eggs and using only egg yolk, glaze the sausage rolls, let the first glaze set and repeat process.
5. Sprinkle with seeds, salt and picked thyme and score the top to let out steam. Bake at 175°C for 25 mins or until thoroughly cooked.

Per portion: Energy 1657 kJ/395 Kcals Fat 18.9g Saturates 8.9g Sugars 7.1g Salt 1.1g

© Gather & Gather 2019



## We're on a mission to Simplify Mitie

SIMPLIFYING  
**MITIE**

Across Mitie, there are processes and systems that don't work as well as they could. These convoluted processes, poor systems, lack of training and poor compliance all contribute to inefficiency in paying suppliers, billing customers and delivering a great customer experience.

We're on a mission to make it simpler for us to exceed customer expectations and make it easier for you to do your job.

To do this, we've formed a Quality Improvement Council (QIC), chaired by David Cooper, Chief Technology Information Officer, and is made up of colleagues from across the business. This group are working to tackle processes, systems and data issues and drive the better use of technology.

**Our aim is to have joined up and fit for purpose 'One Mitie' processes and systems to reduce manual effort using technology and automation.**

We need your help to identify the things that aren't working. If you come across a process or approach that doesn't work as well as it should, please let us know by **emailing your suggestions to [SimplifyingMitie@mitie.com](mailto:SimplifyingMitie@mitie.com).**



# Going the extra mile on The Royal Mile!

At the top of the Royal Mile, sits Edinburgh Castle, which is Scotland's number one tourist site, attracting up to 12,500 visitors each day during peak season and high-profile guests like The Proclaimers, Sir Tom Jones, Nicole Kidman, Princes William and Harry, and The Queen. As part of our relationship with Historic Environment Scotland (HES), we've provided specialist cleaning services to this historic building and 50 others across Scotland since 2010.

A team of 17 cleaning colleagues keep the castle looking spick and span 363 days a year and are responsible for cleaning more than 30 rooms, including the exhibitions, the Great Hall, the Whisky Shop, the Birthing Chamber, the Chapel, the Argyle Tower, the gift shop and even the Queen's private loo! What's more, this must all be done before 9:30am, when the castle opens to the public! Looking after this heritage site is no mean feat, as most of the cleaning must be done by hand, to ensure it's properly preserved.

When the morning rounds are complete, the team then move onto clearing the cobble streets of litter and leaves, emptying the bins across the site and cleaning HES's on-site offices.

In the lead up to Christmas, from 13 November to 22 December, Edinburgh Castle will be the setting for 23 light show events, which will see the castle lit up by multicoloured projections dancing across its walls. These shows will see 3,500 attendees each night, and the Mitie team have been going above and beyond to prepare for these additional visitors.



"It's a privilege to look after one of Scotland's best loved buildings. I was born and bred in Edinburgh and I'm very proud of our country's heritage. I have worked at the castle for 16 years, so it's been a big part of my life for a long time. The team here work incredibly hard to make sure the site is presented to an exceptional standard, when cleaning somewhere open to the public there's no telling what you might be dealing with each day, but everyone mucks in and is prepared to get the job done – no matter what we're faced with!"

**Paul Johnston, Site Manager at Edinburgh Castle**



# A Mitie journey this Christmas



Spending the festive season with loved ones is an age-old tradition, and with almost seven million car journeys on Boxing Day alone, the transport network is significantly busier than usual.

The millions of additional passengers taking to planes, trains and automobiles also mean an extremely busy December for Mitie people working in transport hubs around the country. Here, a range of colleagues share the best – and worst – of the annual holiday exodus.

## Manchester Airport

As the UK's third busiest airport, last Christmas Manchester welcomed over 905,000 guests between 21 December and 3 January.

Cleaning Assistant, Petra Taylor, was on duty over Christmas Eve, Christmas Day and Boxing Day and thinks it's impossible to resist the spirit of the occasion – especially with 17 Christmas trees across three terminals.

Petra said: "The decorations are sparkling, the passengers are jolly and you see little kids getting excited because they're flying out, perhaps to see a parent or their grandparents. Tinsel on my cleaning cart is a must! Last year, we celebrated by bringing food to share in the staff room."



Josh Thomas donned a Rudolph jumper for the occasion.

He said: "It's all part of the fun. You get a real buzz knowing that you've added to the passengers' airport experience."

## Gatwick Airport

While last Christmas proved quiet for Gatwick Airport Maintenance Manager, Geoff Dearsley, it isn't always so at the UK's second busiest airport, which serves over 46m passengers each year.

Back in 2013, the nearby River Mole burst its banks on Christmas Eve, flooding the substation for the North Terminal and leaving 120 toilets unable to flush.

Geoff said: "We spent Christmas night emptying toilets by hand with help from shovels, bins and plenty of PPE. It was an interesting experience to say the least, but the Mitie team was fantastic and really pulled together."

Geoff's colleague, Simon Nobbs, is Gatwick's Electrical Contract Manager and he recalls an equally eventful Christmas 2016.

Simon said: "On Christmas Eve a high voltage cable in a subway under the South Terminal caught on fire, taking out the power supply in the terminal and three external buildings. It was all hands-on deck to get things up and running again, which took until Christmas Day. Christmas can be full of surprises."



Gatwick Airport Maintenance Team Leader, Ben Hodge, was relieved when his Christmas shift last year passed off without incident.

He said: "There's additional pressure over Christmas because everyone has a deadline they are trying to make. If anything disrupts their plans, stress levels inevitably rise. Thankfully last year was fine. Regardless of what happens, we always focus on ensuring that the 2.9m or so passengers who pass through the airport during the festive season have the best possible experience."

## Eurostar, St Pancras

The Eurostar terminal in St Pancras welcomes an average of 18,000 passengers daily, but this rises to around 23,000 during the Christmas period.

Account Director, Muhammad Fahim puts Mitie's queue management techniques into practice, which means 500 passengers can be processed every hour, instead of the normal 360.



Security Officer, Delrena Bryan, has worked at Eurostar for 18 years.

She said: "Everyone's in a rush. We get people through the checks as efficiently as possible. Sometimes you see someone crying because they are going to miss their train. I try to fast-track them and they're usually very thankful."

Mariam Antwi loves the holiday season;

Mariam said: "It's busy, busy, busy. The best thing is you don't get tired because there simply isn't time. It's also very nice to help guests; we always put the customer first."

As these colleagues show, devoted Mitie people ensure millions of passengers enjoy an exceptional festive season every year — **and Christmas 2019 is sure to be just the same!**



## 60 Seconds

with Kevin Golding

Landscapes Supervisor and gritting extraordinaire

**Tell me a bit about your role and what it involves?**

From October to April, I'm on hand in case the weather means we need to grit the 7,000 sites we look after, including stations, retail parks, private offices and NHS sites which are a high priority. My main role is to look after my team, to make sure they have all the equipment they need, and they are completing their rounds safely, but I also do my own gritting route too. Each route is roughly 20 sites and takes around eight hours to complete. Each day, at 1pm we receive an email to notify us of the sites that need attention and then we head out on the road.

**What's the best thing about your job?**

During busy winters it can be a real challenge, but it's really rewarding getting in from a long route knowing we've made sites safer for people to get around.

**What do you do for the rest of the year when you're not gritting?**

During the rest of the year I work for different customers maintaining their landscaping.

**If you could go back in time, what advice would you give yourself starting out in your career?**

I would tell my younger self to travel more and to specialise in landscaping sooner as it's something I really enjoy. I would also say that enthusiasm goes a long way at Mitie, so keep hold of that quality!

**Tell us one thing about yourself that may surprise your colleagues.**

I love my martial arts and I'm a black-belt in Karate!

Home



# InsideMitie

Snapshots from across our Mitie family.



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1 Lucy Bielby, Media Manager, in one of our new electric vehicles.

2 Our Executive Leadership Team, Jo Davis, Phil Bentley, Simon Venn, Jason Towse and Carlo Alloni meet Dave from Manchester Piccadilly Station.

3 Jackie Mongan reading the magazine on her way to work at LBG in Chester.

4 The first Mitie employees to receive a copy of The Exceptional – the Security team in Sainsbury's Tooting!

5 Our CEO, Phil Bentley, David Doig, Rolls-Royce Account Director and Ian Campbell, Global Group Property Director at Rolls-Royce celebrate the IWFM award win for impact on organisational performance category.

6 The Northumbrian Water Boldon House, Cleaning & Environmental team with their Mitie Stars!

7 Members of our CHORD network celebrate Black History Month with a 'cook out' and invite colleagues to try foods from around the world.

8 Gavin and Philip Exley from Cleaning wearing their Mitie Stars with pride!

9 Charles Antelme, Head of Defence and Chris Fowke, Chief Operating Officer at ARU announce Mitie's official sponsor of the Army Rugby Union teams!

10 The team at our new Bristol office 'The Chocolate Factory'!

11 Some snaps from the Team Talk Live events!

# Countdown to Christmas



We wanted to wish all of our exceptional colleagues across the business a very happy festive period, and what better way to do that than with our own digital advent calendar! There are some HUGE prizes up for grabs throughout December, including a trip for two to New York!

All you need to do is take a peek behind the doors each day to be in with a chance to win.

16 	14 	11 	18 	17 	7 
5 	10 	 Season's Greetings!  Scan this QR code or visit <a href="http://www.celebration-hub.com">www.celebration-hub.com</a> to take part!		23 	9 
4 	21 			24 	20 
8 	2 			12 	6 
3 	19 	22 	1 	13 	15 

