

mitie

Team Talk Live



Team Talk

Live

Welcome

Phil Bentley, Chief Executive



We're nothing without you...



...and Natasha



...and Keith



...and Dave

A year in Mitie... A year of achievement



- **Sales up 6%**
- **Operating Profit up 6%**
- **£140m improvement** in our Balance Sheet
- Bought **Vision Security** and **Global Aware**
- Strategic Partnerships in **Pest** and **Catering**

£45m

COST SAVINGS FROM
PROJECT HELIX



20%

GROWTH IN CONNECTED
WORKSPACE



+33%

SHARE
PRICE



Our hard work is paying off with our customers...



STRONG RETENTIONS

Heathrow



Sellafield Ltd

Daily Mail

ESTÉE LAUDER



amazon

WHITE & CASE

Kellogg's



HISTORIC ENVIRONMENT SCOTLAND

2019 NPS SURVEY

“ Mitie’s customer service is excellent. They make sure they know their client and then tailor their service provision to match the needs, requirements and culture of their client base. ”

OUR TOP 38 STRATEGIC ACCOUNTS:

- Contribute **60% of our Sales**
- **12% Revenue Growth**
- Focus on **SAM's**

NPS IMPROVEMENT



+39 POINTS

RECENT GOVERNMENT



FRAMEWORK APPOINTMENTS

We are building a winning Sales Team...



HIGH PROFILE WINS



1 in 2

WIN RATE



£10bn

PIPELINE



...and a great place to work...



EMPLOYEE ENGAGEMENT



Employee engagement improved to 45% from 33% last year following:



- **UPLOAD** You said. We did.
- 'People Hub' single HR system
- Learning & Development hub
- Recruitment portals
- New Reward & recognition programmes
- New induction platform

Chord - BAME

Mitie Military

Proud to Be

Generations

Engender

Enable

3,634 people received a
MITIE STARS AWARD



2,226

People employed above the current UK retirement age of

66



15,218 people completed
OUR UPLOAD SURVEY

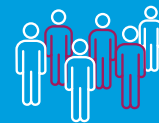
£400K

Total savings for our colleagues on Mideals



800

APPRENTICES



52,500

COLLEAGUES



...But not everything has worked as well as we'd hoped



ENABLING INFRASTRUCTURE



Genpact / India



Payroll



IT Systems

CULTURE

One Mitie

A Great Place to Work

Reward & Recognition

Empowered to Win

Team Talk Live

- | | |
|-------|--|
| 13:00 | Welcome from Phil Bentley |
| 13:25 | Finance Update with Paul Woolf |
| 13:30 | Building the Future with Carlo Alloni |
| 13:55 | Enabling Infrastructure with David Cooper |
| 14:00 | Break |
| 14:30 | One Mitie with Simon Venn |
| 15:00 | Creating a Great Place to Work with Jo Davis |
| 15:30 | Reward & Recognition with Jason Towse |
| 16:15 | Empowering Mitie 2.0 & Q&A with Phil Bentley |

A good day today looks like...



- Lots of **energy and engagement**
- Lots of **ideas and challenges**
- Clarity on **'Mitie 2.0' priorities**
- What I need from you to get to **'Great'**
- What will **you take away** from today?



Team Talk **Live**



Finance update

Paul Woolf, Chief Finance Officer

Team Talk *Live*



Finance update

Paul Woolf, Chief Finance Officer

Team Talk **Live**



Building the future

Carlo Alloni, MD Hard Services

Team Talk **Live**

The world is going digital

Changing the way we stay informed ...



The world is going digital

How we pay ...



The world is going digital

How we socialise ...



The world is going digital

How we work ...



We must also go 'digital' to deliver value to our clients



£10,000+

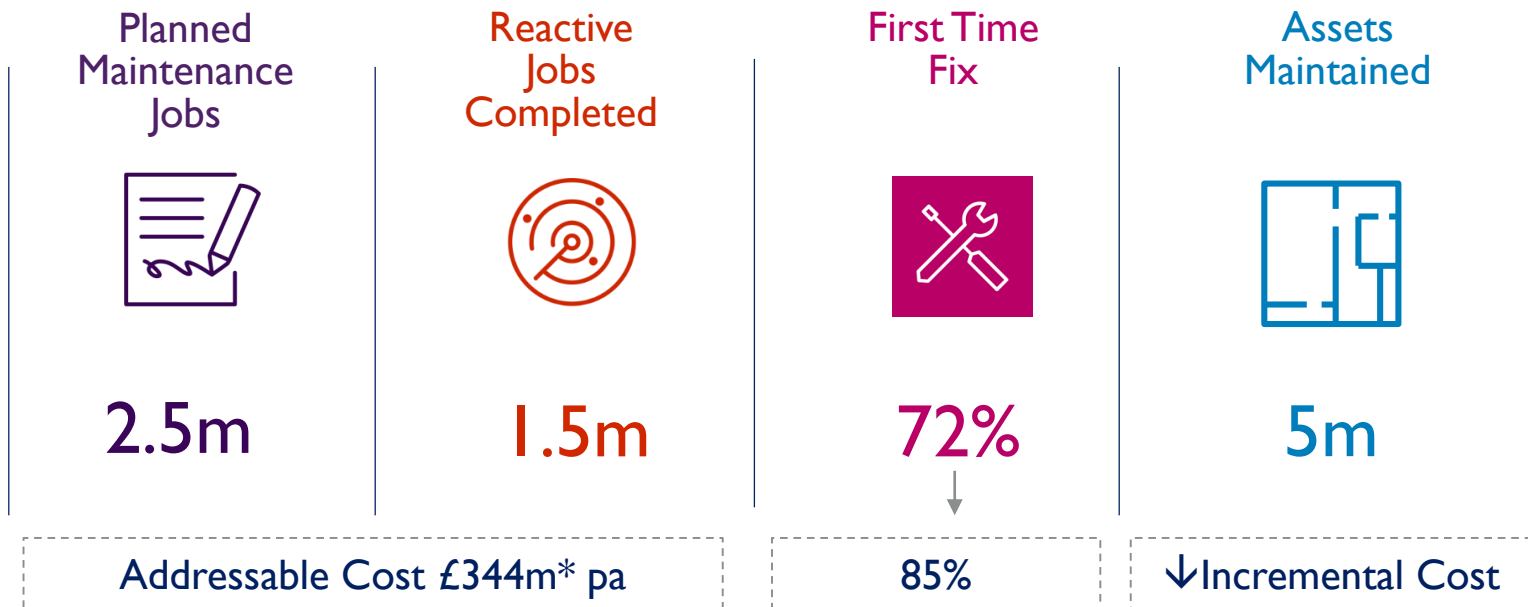
Cost per desk per annum !

3,000 kWh

Energy consumption per desk per annum,
equivalent to 6 x 60w lightbulbs always on !

60% average space utilisation

Engineering Services is embracing this transformation



* Note: Exclusions: Fabric, Specialist Subbies, Consumables, Projects

Using technology to deliver high performance buildings



Today – Compliance Driven

- Input base
 - Planned
 - Reactive
 - Manual
- Experience driven

Tomorrow – Performance Driven

- Outcome base
- Demand lead
- Predictive
- Automated
- Data driven

Digital is at the centre of our transformation strategy



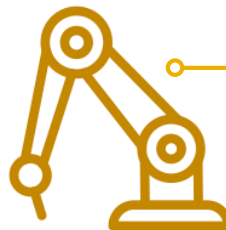
From local to remote
management



From reactive to
predictive

Digital Transformation

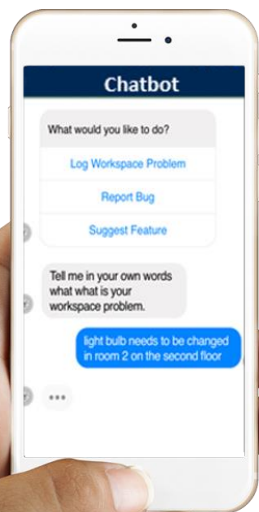
From manual to
automatic



We are working on key enablers

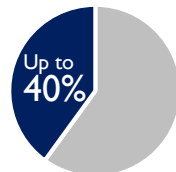
ARIA

Powered by our chatbot, Esme.



SOC

Service Operation Centre



Technical assets can be managed remotely



Associated orders can be processed remotely



MOZAIC

Our reporting and insight web portal





mitie

The Future is Now

Using cutting-edge technology to
empower our engineering workforce

wipro

10 years ago, did you ever think you could...



1000+
PICTURES IN
YOUR PHONE



Be able to watch
almost any TV
show



Anytime,
anywhere

ACCESS
Millions of songs at
your fingertips

We need to embrace the digital transformation

- We need your support and engagement
- Your knowhow, experience and ideas are fundamental for a successful transformation



mitie

Enabling Infrastructure

David Cooper, Chief Technology Officer

Team Talk Live

We would like your thoughts...

What can we do to break down the silos?

How can we do more for Reward and Recognition?

How can technology improve one key activity within your role?

Name one thing we could do to become an even greater place to work



mitie

Break

See you back in 20 minutes

Team Talk Live



Becoming One Mitie

Simon Venn, Chief Government & Strategy Officer



Team Talk *Live*

What can we do to make Mitie a better place to work?



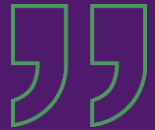
You Said:

Truly be One Mitie

Break down the individual businesses and focus on becoming One Mitie

More collective buy-in to 'One Mitie'

Change the siloed culture



We are greater than the sum of our parts!



Fundamentals

- Clear & achievable goals
- Clear roles and responsibilities
- Sense of purpose
- Open communication

MITIE WINNING CULTURE



Team

- Shared commitment
- Joint accountability
- Values and behaviours
- Diversity



Leadership

- Empowerment/SAMS
- Recognition/Mitie Stars
- Talent optimisation
- Shared leadership

We are greater than the sum of our parts!



Whether you think you can
or whether you think you
can't, either way you're
probably right

Henry Ford



Empowerment & Accountability



Strategic Account Managers (SAMs)!

- Pivotal Role – **‘One Mitie’** approach
- Single point of communication and **accountability**
- Responsible for service delivery & accelerating account growth - **empowered** to decide and take action
- Build **trust** & customer advocacy

CONTRIBUTED **57%**
(£1,255M) OF OUR FY19
REVENUE



DELIVERED **12%**
GROWTH FROM FY18 TO
FY19



STRATEGIC ACCOUNT
NPS SCORED MOVED
28pts
TO +7



The UK's leading FM company



The Mitie Way



TALENT HUB



MITIE FIRST



PEOPLE HUB



RECAP



YAMMER



DOWNLOAD



“Whanau”



“Whanau”



“Whanau”



Surgeons

Nurses

Consultants

Anaesthetists

Scientists



“Whanau”





Creating a great place to work

Jo Davis, Group HR Director

Team Talk **Live**

What is our focus?



Cleaning up
Our people data



Technological
Foundations



Employee
Brand

Your Learning & Development



Licence to
Operate



Licence to
Lead



Apprenticeships



Academy
Frameworks



Talent
Development

What is our focus?



Licence to
Operate



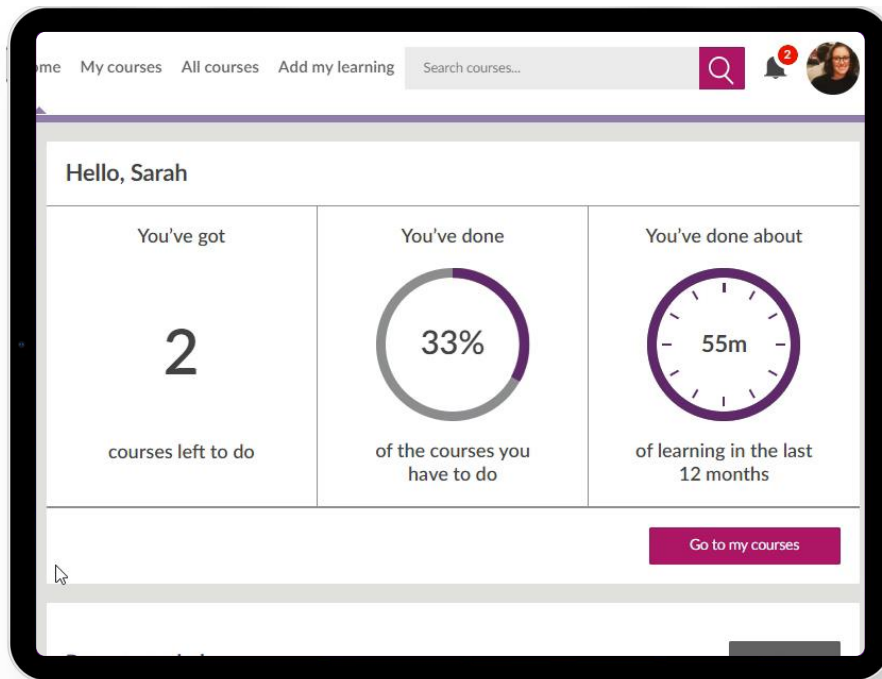
What is our focus?



What is our focus?



Apprenticeships



Your Learning & Development



Licence to Operate



NOW LIVE



Licence to Lead



Launches
October 2019



Apprenticeships



NOW LIVE



Academy Frameworks



Talent Development

COMING

SOON!

Social Value at Mitie



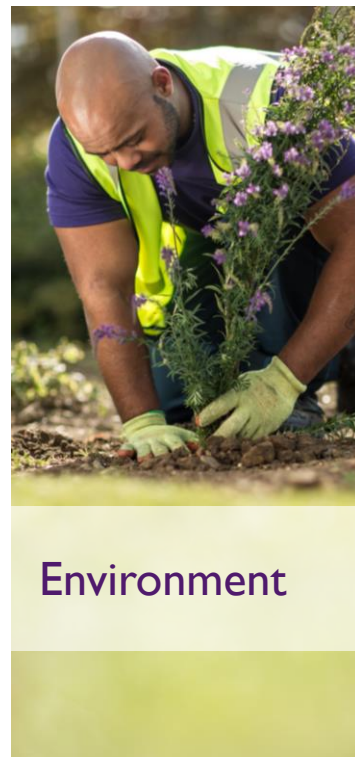
Employment



Responsible
business



Community



Environment

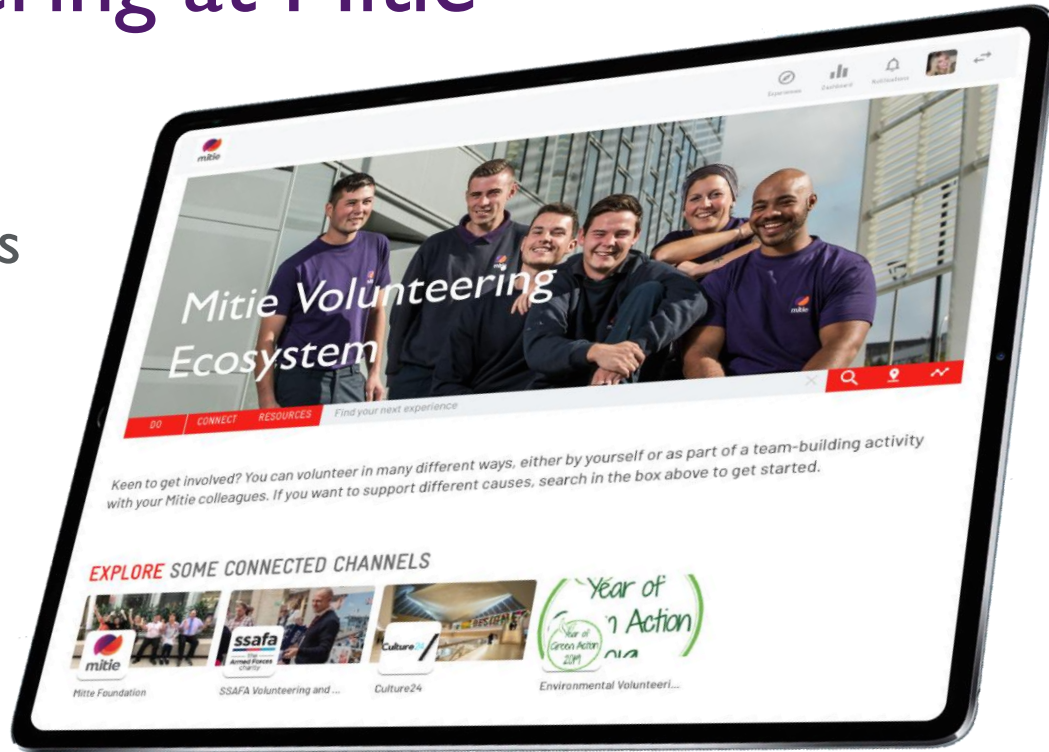


Innovation

Volunteering at Mitie



367,500 hours



1000 weeks

19 years

What's in the bag?



Manager's Pocket Guide:
Everything you need to
pass on the message!



The Mitie
Social Value
Report 18/19



Our brand new
magazine!



Tea and biscuits
to deliver your
own Team Talk



The latest
Values cards!



The **most** sought
after badge!



Reward & Recognition

Jason Towse, MD Soft Services

Team Talk **Live**

What we've done over the last 12 months



LONG SERVICE AWARDS



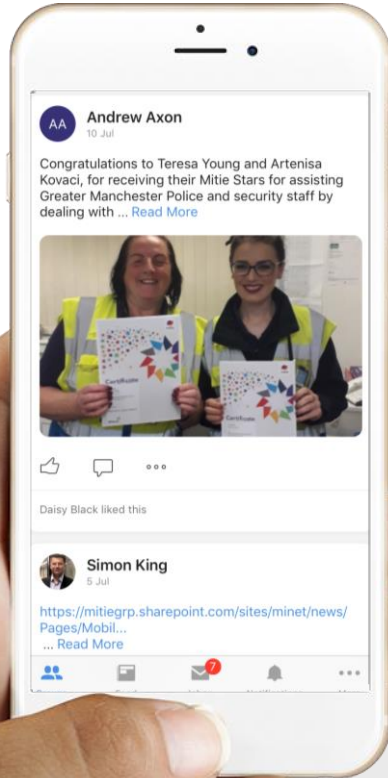
MITIE STARS



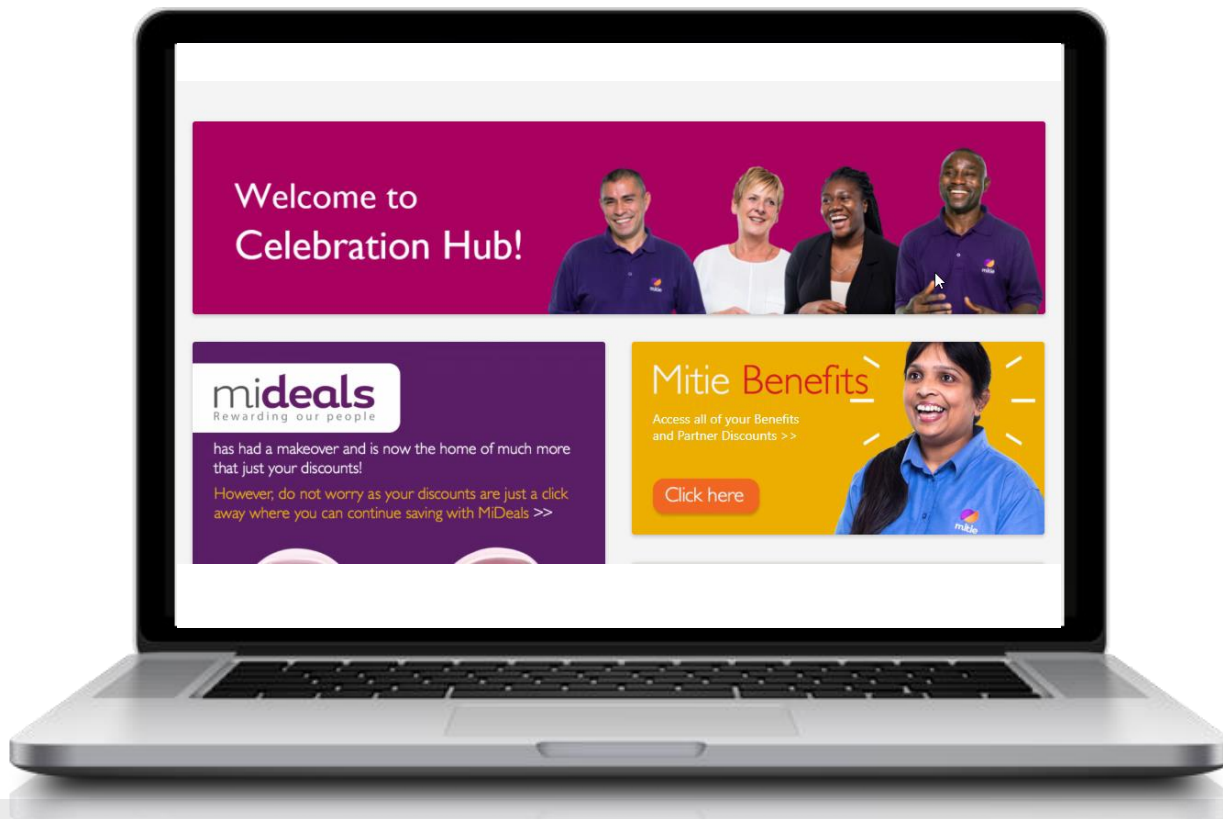
#FEELGOODFRIDAY



Communicating your achievements



Celebration Hub



Welcome to
Celebration Hub!



miDeals

Rewarding our people

has had a makeover and is now the home of much more than just your discounts!

However, do not worry as your discounts are just a click away where you can continue saving with MiDeals >>

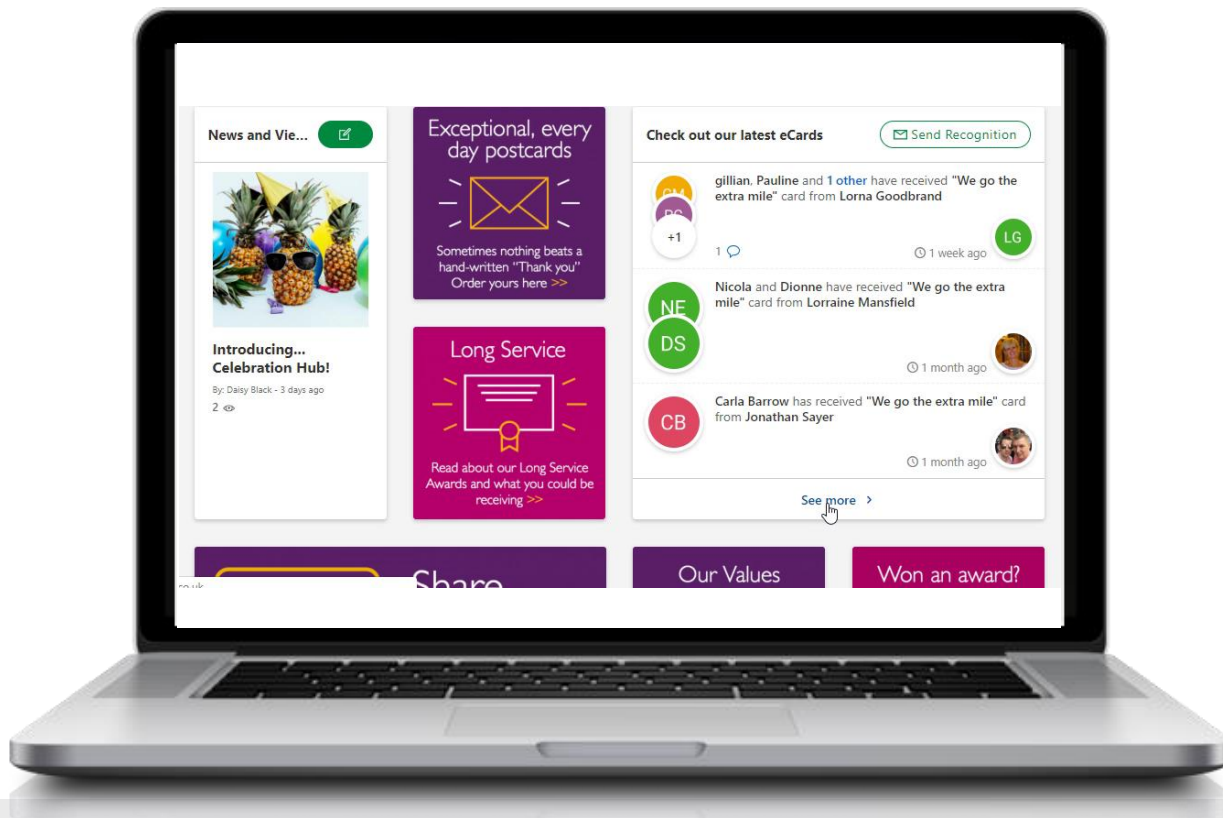
Mitie Benefits

Access all of your Benefits and Partner Discounts >>

Click here



Celebration Hub



Team Talk **Live**

Empowering Mitie 2.0

Phil Bentley, Chief Executive



Empowerment and delivery over the next 2-3 years



- Focussing on our **CORE** customers and **capabilities**
- **Simplify/automate** what we do
- Continuing **acquisitions/disposals** programme
- Leadership in **Service Delivery**
- Leadership in **Developing Talent**

GETTING TO

1-2-4

#**1** in what we do

£**200** million profit

£**4** billion sales



The way we do things around here



- Focus on **'Caring'**
- A good **'Corporate Citizen'**
- Taking **ownership** to deliver
- Enjoying the **consequences** of our success
- A **'Great Place to Work'**





Gracias

Благодаря ти

Ďakujem

Grazie

Obrigado

Muṭumesc

Mahadsanid

Merci

Thank you!

Dank je

Ačiū

Köszönöm

Dhan'yavāda

Danke

Dziękuję Ci

Děkuju

mitie

Team Talk Live

