



The Exceptional

AUTUMN 2019

The Magazine for Mitie People



The Royal Treatment at Rolls-Royce

CLEANING UP AT
Amazon

Three Cheers
FOR LONG CAREERS

CATCH UP with
Carlo Alloni

CELEBRATING
Our Stars

COMPETITION

**WIN
TOP TECH**

in our launch issue competition!
See inside for details

TAKE 5 with
Jason Towse

EXCLUSIVE DEALS
For Mitie People



A word from Phil

Welcome to the first edition of our new employee magazine, 'The Exceptional', which has been created to share news, successes and celebrate the exceptional work our colleagues deliver each and every day.

I'm so proud that Mitie is such an incredibly diverse company, with around 50,000 people and 149 different nationalities! Our people all contribute different insights, skills and experience and are at the heart of our success, as our value states, 'our diversity makes us stronger' and this magazine showcases exactly that.

Every edition will recognise our exceptional people and highlight the incredible array of services we deliver to our customers. You'll be able to learn more about some of the key initiatives and events taking place around the business and the benefits available to you as a Mitie employee. There will also be competitions you can enter to win some great prizes!

I'm passionate about connecting with all of our colleagues. "Nearest the Client, nearest the Front-line" is what I care most about, ensuring that we put our people first, listen to their needs and reward those that go the extra mile.

I always enjoy getting out and about to see the work we are delivering across the country and look forward to visiting you soon. If you'd like to share anything with me, whether it be about how we can improve, or to recognise the great work happening at your location, I'd love to hear from you at grillphil@mitie.com.

I would just like to say thank you. Mitie wouldn't be Mitie without you, delivering 'The Exceptional Every Day' and I appreciate everything you do.

I hope you enjoy reading our first issue and don't forget to share it with your colleagues!

Phil Bentley
CEO, Mitie Group plc

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An iPad and two pairs of Urbanista headphones are up for grabs in our launch issue competition.

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



HEY YOU, YES YOU!
ARE YOU SITTING COMFORTABLY?
WE HAVE SOMETHING TO SAY...
THANK YOU FOR BEING EXCEPTIONAL!



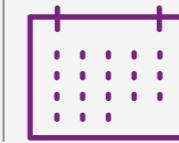
Team Talk Live

23 – 27 SEPTEMBER 2019

4,000 PEOPLE



5 DAYS



5 LOCATIONS



ONE MITIE

The Mitie Roadshow is back for 2019 and it's even bigger and better than ever with a brand-new name; Team Talk Live!

This year, the Executive Leadership Team (ELT) will be visiting 4,000 of you across five locations including **Edinburgh, Leeds, Manchester, Northampton** and **London**.

We'll be sharing plans for the year ahead, celebrating successes and launching some exciting new initiatives!

There are 4,000 people attending the Roadshow sessions from across the business – we wish we could invite everyone but unfortunately with around 50,000 employees that would be quite a challenge! Don't worry, you can read about what's happening and watch our brand-new video celebrating our exceptional people across Mitie by scanning the QR code below.



Scan this QR code with your phone to be taken to the website



We're also coming to Dublin and Bristol soon!

We're nothing without you!

CATCH UP

With
Carlo Alloni



It's been a good start to the financial year with new business wins for Toyota, DFS and National Blood. We've seen contract extensions and scope increases for some of our strategic accounts including Vodafone, Deloitte and Essex County Council. Overall, we're in a good place, we're gaining momentum and moving in the right direction. This is the right time, the right industry, the right company!

Our customers and people are showing us they're more satisfied with better NPS and engagement scores. Our QHSE KPI's are showing a great improvement with more people reporting near misses and driving down accidents. There's lots to do and I'm still not happy (will I ever be?) about where we are. We must improve our engagement, our service, our processes and our tools, and Project Forte will help us to do this.

Project Forte is an 18-month transformation programme focused on improving the technology and processes within Engineering Services. The team are looking at issues relating to delivery, interaction and ultimately satisfaction, for our people, customers and suppliers.

I want us to become the 'Amazon of FM' by making our services predictable, trackable, frictionless, user friendly and technology-led. Forte will create better ways of working for our people and provide an enhanced service for our customers.

We're also investing in our IT infrastructure to support the systems we've implemented. Electronic purchasing cards and e-time sheets have been rolled out to lots of you and we're upgrading systems like Maximo to 7.6.

We're listening to your feedback and taking it very seriously, acting upon it and improving where we can. It's extremely important to me that I see things as you experience them in the reality, with no filters.

We're never better than the sum of our team members and your feedback has helped to drive many changes.



I love being out with the frontline and always come away feeling very inspired by our teams and the work they do. The best ideas I receive are from our people when I'm back to the floor or speak to the teams on my site visits. I try to go out every six weeks whether it's with an engineer, a cleaner or a caretaker.

I know that change is not always straightforward, but we're doing it for the right reasons, to improve our business, improve the lives of the people the communities we serve and of our team members. With the continued hard work, commitment and dedication of our teams, we'll get there!

As you can see there's exciting times ahead, as we're investing in Engineering Services and IFM! I am thrilled by what we're doing and by the future we're designing together! We're better together, and I thank you all very much for being such an incredible team!

Very best

Carlo Alloni
Director of Engineering Services

Take 5

With
Jason Towse



“With this new collaborative approach, we'll be a big part of the strategic growth and success of Mitie and I'm excited to see what the next chapter holds for our division. Thank you for all of your continued hard work.”

These changes do not impact our employees on the ground. Instead, Soft Services brings together the expertise of our individual teams under one even stronger division to give our customers the best possible experience and will help us to overcome challenges we've faced in the past.

The Cleaning and Security leadership teams will continue to work alongside each other to manage the business areas day-to-day and are now 'laser focused' on targeting strategic prospects and new business in specific industries. The new Soft Services leadership team has overall responsibility for the division's strategy and vision. One of the key things this group is focusing on is how we can embrace new technologies to make life easier for our employees and provide an even better service for our customers.

Our strategy is simple, we will improve our margins, our quality and our processes using our best in class knowledge and experience. Our priority is to do the basics brilliantly! This starts with our colleagues on the frontline - we need your help to provide the best possible service to our customers and deliver the exceptional, every day.

With this new collaborative approach, we'll be a big part of the strategic growth and success of Mitie and I'm excited to see what the next chapter holds for our division. Thank you for all of your continued hard work.

All the very best

Jason Towse
Director of Soft Services

I'm excited to have taken on the role of Managing Director of Soft Services, our newly formed division which is made up of Cleaning and Security, including Front of House, Document Management and Vetting Services. This is a key step forward on our journey to become 'One Mitie'.

This new division will allow us to provide our customers with a seamless service offering and help us to drive growth as we cross-sell our services based on our customers' needs.

Increasingly we are seeing clients bidding for 'Soft Services' bundles, combining either our Front of House reception services with Cleaning, or bidding Security and Cleaning as a package. We have also been successful in adding Cleaning services to Security clients and vice versa. It's fantastic to see growth opportunities beginning to materialise with this new model in place. Recent successes in this area include Co-op, Sainsburys and Tesco, and today we are jointly bidding on some exciting new opportunities.



“We're never better than the sum of our team members and your feedback has helped to drive many changes.”

7 THINGS YOU NEED TO KNOW

Mountain climb against the odds



From a Salford school to the summit of Mount Snowdon, Mark Berry made a trek to remember with the help of his Mitie colleagues. Following life changing spinal injuries, Mark was left in a wheelchair, but he didn't let that stop him.

After Mark's rehabilitation, he returned to work and set out on a giant challenge—to reach the Snowdon summit. His team banded together to push, pull and carry him there.

All of the money raised as part of his expedition went back to 'Back Up', a charity that gave Mark the hope he needed to keep forging ahead against the odds.

A big thanks to the whole of Mark's team who supported him on his inspirational journey!

The People Support team are here to help

Every week, this small team resolve over 1,800 tasks for Mitie people and each month they take over 5,000 calls. If you need help with People Hub or advice on HR related issues, compassionate leave, jury service and more – the People Support team are on hand to help.

Get in touch with them on 0330 1234 005 or email People.Support@mitie.com.



3 Contract Wins

We've seen a flurry of new business wins and contract extensions over recent months, here are just a few:

Procius has been awarded a new vetting contract worth £210,000 with Delaware North, one of the largest privately held hospitality companies in the world.

We have won a five-year contract to deliver engineering, front of house and mail services to SIG plc, a leading European supplier of specialist building materials.

We have extended our cleaning contract with Fife College for a further five years, which will now include waste management services and focus on driving sustainability.

We've expanded our relationship with Historic Environment Scotland (HES) with a five-year cleaning contract worth £4.4 million and will continue to provide specialist cleaning services to HES's estate of over 50 historic buildings and ancient monuments such as Edinburgh Castle.



4 The sale of our Catering business

In August, we agreed to sell our Gather & Gather and Creativevents businesses to CH&CO.

As part of the deal, Mitie and CH&CO have entered into a strategic partnership which means that the Gather & Gather catering offering remains exclusive to Mitie's clients as its only integrated facilities management (IFM) sector partner. G&G is an industry leading brand and we felt that Catering's long-term future would be better served by being part of a larger specialist catering group, rather than being self-delivered by Mitie.

Gather & Gather will continue to deliver Catering services to our customers as part of our IFM offering, under the terms of our strategic partnership arrangement with CH&CO and we look forward to continuing to work with our Gather & Gather colleagues, as part of CH&CO.

We're on a journey to make Mitie a great place to work and we need your feedback to help us drive change. That's why every year, we run our people survey, Upload, to understand how you really feel about working for Mitie and what we can do to make our business even better.

This year, our employee engagement score improved by a massive 12%, but there's still work to do.



5 The new Mitie Military

We recently launched a new Armed Forces Network designed to support ex-servicemen and women in the workplace - aptly named 'The Mitie Military'. The network has been created to give this group a forum to share experiences and drive positive changes for our forces community.

We are a signatory of the Armed Forces Covenant and we're delighted to have been recognised for our dedication to supporting the armed forces community by being named as a Silver Award holder on the government's Defence Employer Recognition Scheme.

For more information on how we support veterans, reservists and families of the armed forces visit: mitie.com/armedforces.

6 Our customers' business is our business at GE Aviation

An exciting project is underway for GE Aviation in Southampton, who are responsible for building parts for Boeing and Airbus. We'll be making their 62,000 square foot roof asbestos-free, with a new composite panel roof and new access and safety systems. We'll also be replacing the existing sprinkler systems, lighting, wall cladding and walkway at roof level.

As part of this project, the Mitie team have built one of the biggest internal protection decks in Europe to allow this work to happen over a live aircraft hangar and the GE Aviation team on the assembly line. This means full GE Aviation production can continue without any delays – a great example of 'our customers' business is our business'.



Over 15,000 of you completed this year's survey and your feedback gave us five key areas for improvement which are:

- Employee Brand
- Empowerment & Autonomy
- Reward & Recognition
- Collaboration
- Enabling Infrastructure.



To read more about our You Said, We Did campaign, go to mitie.com/yousaidwedid



The Royal treatment at **Rolls-Royce**

You might be surprised to find out that Rolls-Royce – the well-known luxury brand - doesn't produce exclusive cars, and hasn't since 1987. In fact, Rolls-Royce builds commercial and military aircraft engines and develops nuclear power and submarines.

Rolls-Royce is our second largest client, generating £104m in revenue each year. As part of this contract, we provide every service Mitie has to offer – with the exception of document management. That includes engineering services, security and emergency response, cleaning, landscaping, front of house, waste and more. Our teams work across 500 buildings, including corporate offices, data centres, critical production sites and even a quintessential British country house, Duffield Bank House.

The country house, on the outskirts of Derby, hosts Rolls-Royce's major clients and gives visitors from around the world a truly British experience with its picturesque grounds and traditional rooms.

A team of 11 Mitie employees keep the house looking tip top, cleaning and maintaining all of the rooms, including nine bedrooms, a dining room and a snooker room. We also look after the grounds, including a vegetable garden, where the produce grown is used by the Gather & Gather chefs in the onsite kitchen. In addition, our front of house team meet and greet all of the high-profile guests and ensure they enjoy an exceptional stay.

“ Duffield Bank House is a 14 acre site with beautiful gardens. The location and the environment make it a wonderful place to work for both me and my team. I get a real sense of achievement and feel extremely proud, particularly when guests take an interest in the grounds. They often walk around admiring the gardens, asking questions and taking pictures. It's a real pleasure being part of the team that take care of such a stunning location. ”

Andrew Riddell, Landscapes Contract Supervisor

“ We are incredibly proud to deliver services at Duffield Bank House for Rolls-Royce, and to support in representing their incredible brand. From guests first impressions of the grounds when they arrive, through to their fine dining experience featuring home grown produce, our team compliment Rolls-Royce's world class standards and reputation. ”

David Doig, Account Director



Cleaning up at Amazon

“ I received a call from the Triage agency in Dunfermline, which helps a range of candidates find work. I asked William in for an interview, which was conducted with the help of a sign language interpreter. ”

Joyce Sloman, Site manager

Entering the staff room, William Dolan's colleagues greet him with the usual 'Hellos' and 'How are you?'

After all, William is part of the furniture at the Amazon Fulfilment Centre in Dunfermline, Scotland, where 75 operatives work on our cleaning contract.

But the chitchat William shares with colleagues isn't what you might think; William is deaf and mute, and in the two years since he started work, the team have learned some sign language to communicate with their workmate.

Site manager, Joyce Sloman, said: "I received a call from the Triage agency in Dunfermline, which helps a range of candidates find work. I asked William in for an interview, which was conducted with the help of a sign language interpreter.

"Afterwards, I took him for a tour of the site on my own, and although communicating was difficult, we gelled immediately. I could see he was extremely capable and would make a great addition to the team."

William got the job and joined his new colleagues at the 93,000sqm complex!

Using non-verbal communication William was able to make himself understood. Two years on, many team members have learned words and phrases in sign language, from basic greetings to the days of the week. Texting also proves extremely useful.

Joyce is rightly proud of her decision to recruit William, who is a dad of five and a highly-valued member of the workforce.

William said: "I'm really enjoying working for Mitie, and with friendly colleagues in my team, I've had great support from them all."



ROVING REPORTER

This article was written by David Lowe our roving reporter!

If you'd like to be a roving reporter for a future issue of The Exceptional, please contact magazine@mitie.com

What's Cooking

GATHER
—&—
GATHER

SHAUN'S AMAZING CHOCOLATE BROWNIE

MAKES 10

INGREDIENTS

- 200g dark chocolate
- 360g caster sugar
- 80g Arriba cocoa
- 4 free-range eggs
- 65g plain flour
- 200g dark chocolate

METHOD

1. Melt together chocolate and butter.
2. Mix together all dry ingredients.
3. Add melted chocolate and butter to dry ingredients and mix well, then whisk in eggs. Continue whisking until well combined.
4. Pour into a pre-lined baking tray and cook at 180 °C for 25 mins. Allow to cool then refrigerate overnight if possible.
5. Cut into 10 portions and serve.



Per portion: Energy 2172 kJ/520 Kcal Fat 31.4g Saturates 19.1g Sugars 44.9g Salt 0.2g
© Gather & Gather 2019

Dressed for Success

Check out the all-new trousers for Engineers, now with even more pockets for tools and equipment!

For all your uniform requirements, please contact our supplier DCC by emailing

mitie@directcorporate.co.uk

Or, you can visit SpendSmart, Mitie's one-stop shop for buying goods and services, by scanning this QR code:



Mitie Stars

We love you to the moon and back.

It's important to say thank you for a job well done! Mitie Stars is dedicated to celebrating the exceptional teams and individuals who go above and beyond for clients and colleagues.

ALL MITIE STAR NOMINATIONS ARE BASED ON ONE OF OUR FIVE CORE VALUES:

We are 'One Mitie'	We are built on integrity and trust	Our diversity makes us stronger	We go the extra mile	Our customers' business is our business
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Every employee nominated for a Mitie Star receives a badge and a certificate to say thanks. Each month, our senior leadership teams review the nominations and award cash prizes to our most exceptional employees: winners will receive £250 and runners up get £150!

At the end of every year, all the winners of the £250 award are considered by the Executive Leadership Team (ELT) who then award annual prizes of £10,000 for first prize, £5,000 for second prize and £2,500 for third prize!

HERE ARE THE INSPIRATIONAL STORIES OF SOME OF OUR WINNERS SO FAR THIS YEAR >>



Brian Horsfall is one of our Air Conditioning Engineers in the North East and has been with Mitie for two years. Brian was nominated for a Mitie Star by a member of the public:

"Brian was driving past myself and my wife when he saw us pulled over in a bus lane waiting for the RAC. He could see we had a flat tyre and offered to change it for us. His kind help was so generous and we were so grateful he stopped to help us. My wife and I suffer from conditions that meant we couldn't have changed the tyre ourselves. Brian was exceptional, courteous and polite and both my wife and myself are so thankful for his kindness."

Diana Gaye, one of our in-transit cleaning operatives, based in Nottingham has been with Mitie for four years:

"Diana not only helps to make the trams presentable, but she also interacts with the passengers and at times acts as their guardian angel and has helped a number of blind passengers without guide dogs. It isn't Diana's role to assist customers, but she went above and beyond, which she very often does. The passengers always appreciate her kindness. Thank you, Diana, for being you, you definitely deserve a Mitie star."

Our colleague **Habib Rehman**, a Cleaning Operative for BMW Oxford has been with Mitie for two years and was nominated by our client:

"Habib went above and beyond his normal duties when a sprinkler burst and caused a flood. He worked in a difficult environment to keep the floods at bay, and his actions helped to protect the BMW parts from being damaged and in doing so saved an estimated £15,000 for our customer. Thank you to Habib for embracing our core values and going the extra mile in our customer."

Gemma Clark is an Officer Development Lead for Security Officer and has been with Mitie for eleven years:

"Gemma went above and beyond in Sainsbury's Poole when a customer attacked a Sainsbury colleague with a glass jar, causing serious injuries. Gemma assisted in supporting the colleague and took them to hospital to receive medical treatment. Gemma, you are truly exceptional!"

Want to nominate someone for a Mitie Star?

Do you know someone who delivers the exceptional, every day and embodies our Mitie values? Nominate them for a star and they could win up to

£10,000

Make your nomination through Mideals or scan this code to go straight to the nomination form:



Behind the scenes at Primark



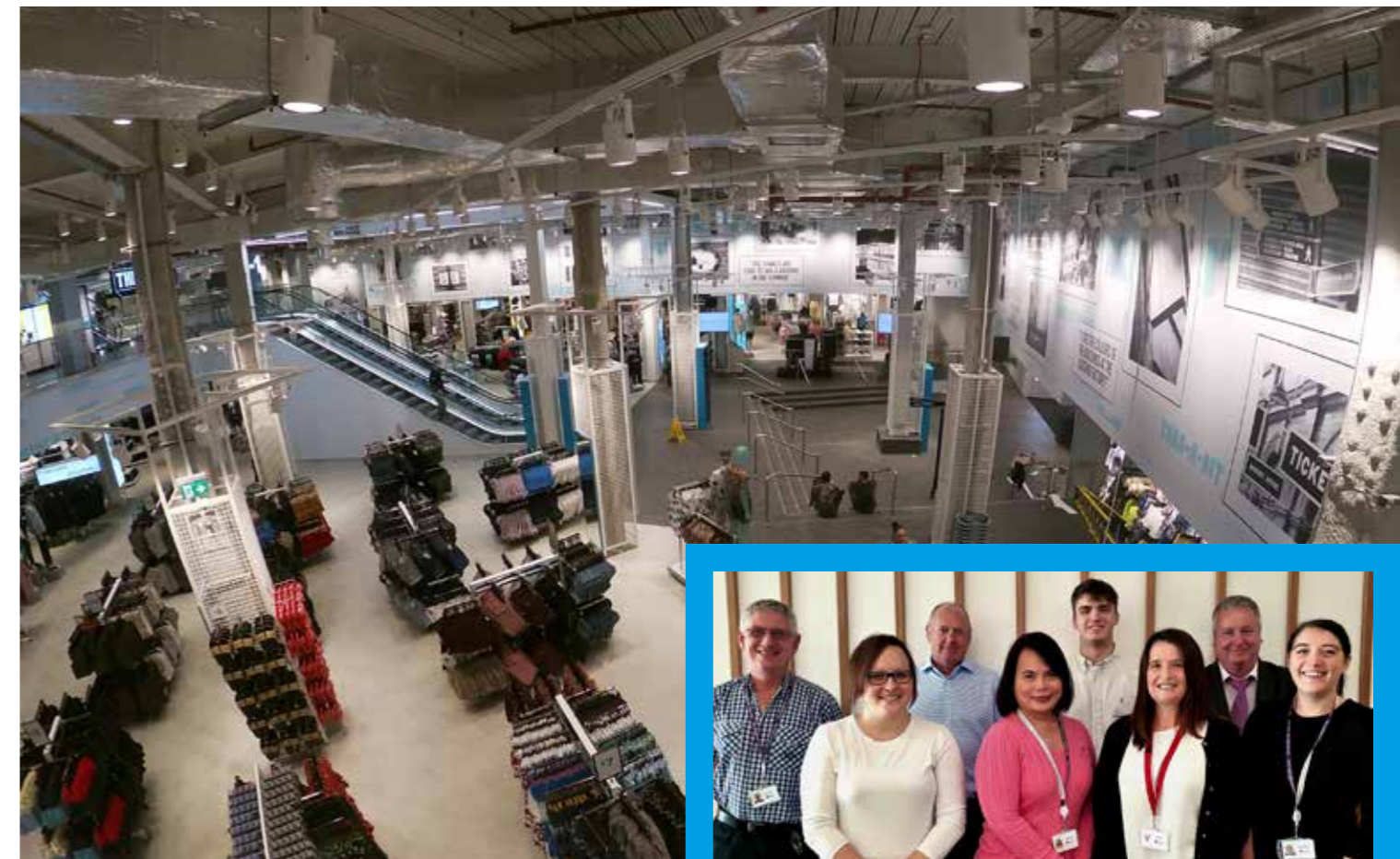
Primark.
From bedding to back to school, chances are you've shopped there at least once!

But did you know that a team of our Engineering colleagues has helped to keep 180 Primark stores across the UK and Ireland ticking behind the scenes since 2009?

As part of this contract, worth £10m per year, we provide Primark with a whole host of different services, from air-conditioning to electrical works and ensuring their stores are secure with door and shutter maintenance.

We also provide a dedicated helpdesk which looks after all of Primark's hard services works and manages their 30 contractors – this includes their nominated external contractors, those who work directly for Primark, as well as 15 of our own engineers. This helpdesk, which logs an incredible 10,000 jobs per year, has been managed by Emma Butcher for the last year.

Steve Wood, Contract Manager for Engineering Services, has worked with Primark for over 20 years, and in that time, he's developed a close relationship with their property team. His commitment and knowledge of their estate has been pivotal in keeping the contract alive for so long.



Our Facilities Managers, Kevin Campey and David Lench who look after the Primark stores in the North and South respectively, provide advice and consultancy to individual stores and oversee works on any new stores opening to keep things on track.

Traditionally, Primark has used their own infrastructure and systems. But now they're moving toward becoming more efficient with their assets. We're currently exploring options for connected workspaces, more project work and new technologies.



Over the last 10 years we have developed a trusted partnership with this key customer. Thank you to the fantastic team members who have helped our relationship with Primark go from strength to strength. Want to learn more about the Primark contract and how it's putting our 'One Mitie' value into action? Email Steve Wood for more info at steve.wood@mitie.com.

Electric cars and the eco-revolution



Lee Reader Account Manager for Scottish Parliament up in Edinburgh doesn't have a bad word to say about his new car!

"My new e-Golf has all the features of the latest Volkswagen cars, without any negatives at all. When I first received the car, it was a wee bit weird driving it the first time as it's silent. There is a slight change in mentality regarding 'filling up'. You don't wait for it to get low, you charge it up every time you get a chance - at work, at a client site or even at the supermarket!

Let's not forget that 'Benefit in Kind' is zero as of April 2020, so I won't have to pay company car tax and Edinburgh is also bringing in a congestion charge in the next year, so I will avoid that too. I can't imagine any reason I would go back to a petrol/diesel car for my daily drive."



60 Seconds with Simon Warlow, Detention Centre Office Manager

How long have you been with Mitie?

I first started at Mitie back in 2015 in the Mitie Care & Custody division, so I guess I've been here for just over four years now. I currently work as a Detention Centre Office Manager.

Describe your job in one sentence.

I work as part of the Heathrow Immigration Removal Centre's (IRC) Management Team where we deliver a safe, secure and decent environment for detainees in line with contractual, company and Home Office standards. I provide advice, coaching and support to staff in order to maximise the efficient and effective running of the Centre.

What's the best thing about your job?

I like a challenge, but my favourite part of my job is working with my team. I really enjoy using some of the skills from my military background to strengthen the problem-solving skills of my colleagues.

What does delivering the exceptional, every day mean to you?

Being a Residential Manager at Heathrow IRC comes with great responsibility to the detainee population and our staff. For me, being exceptional sets the standard that we should all strive to achieve, and I do my best to be exceptional in my role every day.

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

I guess the best advice I would give myself is to be prepared for any eventuality because things can change in an instant.

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

In my past life, I played rugby and represented the County of Pembrokeshire in West Wales which is where I used to live.

Electric cars are more than just on-trend – they're powering our mission to make our whole fleet of vehicles rechargeable by 2030 thanks to the EV100 pledge. It's this commitment that'll save at least 4,000 tonnes of carbon dioxide, that's equivalent to planting a wooded area twice the size of Sherwood Forest – or 2,090 acres of new woodland.

EV100 is a global initiative by international non-profit organisation The Climate Group, which brings together companies looking to make electric transport the 'new normal' by 2030. The pledge aims to increase demand, drive mass roll-out and make electric cars more affordable for everyone.

What do our employees think about their new wheels?

Facilities Manager for North Ayrshire PFI Schools, Lee Girbow, lives in Lamlash on the Isle of Arran in Scotland and is pleasantly surprised with his new Volkswagen e-Golf.

"From the outside it looks just like any other Golf, but driving an e-Golf is a completely different experience. On a full charge you can typically do around 150 miles, but that varies depending on the terrain and the speed you are travelling. The Isle of Arran is very mountainous, so travelling uphill for a mile might reduce five miles from the battery. However, travelling downhill again you can gain those miles back. It's good fun getting the hang of it. There are only two or three electric vehicles on Arran, and I'm glad to drive one of them. The e-Golf is a great little car and you feel like you're doing your bit for the planet when you drive it."



Ross James (NEC Contracts Manager) and electric car enthusiast was one of the first managers to switch to the Renault Zoe.

"The first thing I noticed is that it is a very relaxing drive, even if it was spookily quiet. The car comes with a feature called regenerative braking. Every time I slow down, or I brake, the kinetic energy is converted into electricity. This helps to recharge the battery and extends the range of the car. The biggest change has been remembering to charge the car instead of filling up the tank on the way to work! Electric cars really are the future – I definitely wouldn't go back to a petrol or diesel car again."

Bag a bargain on Mitie's **mideals**

From discounts on dining and entertainment to cashback on electronics and groceries, there are lots of fantastic offers exclusively available to you as a Mitie employee on mideals. You can also share these deals with your family.



Download the **SmartSpending** app to access mideals on the go.

To sign up for an account:

1

Go to www.mideals.rewardgateway.co.uk or scan the QR code below

2

Enter your National Insurance number and date of birth

3

Use a memorable email address and password

4

Wait for your account to be verified and you'll be granted access to 1000's of offers!

So, what are you waiting for?

Start saving with mideals today! Scan the QR code below

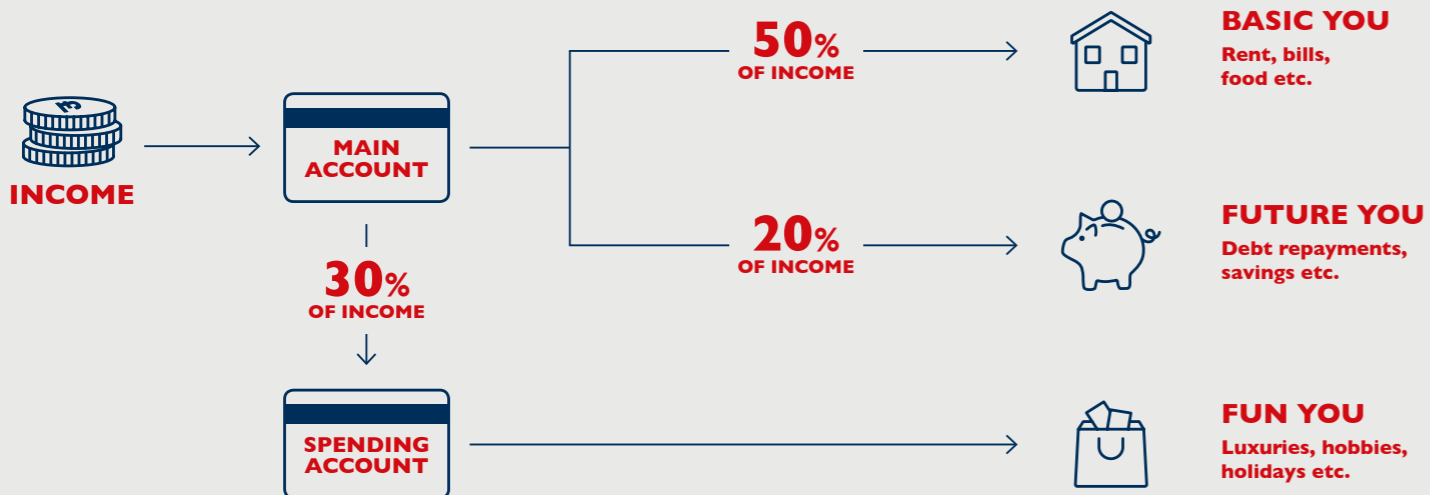


Better budgeting with **Salary Finance**



Budgeting is something we all know we should do. However it's easy to find ourselves in a situation where we don't budget at all or plan a budget but don't stick to it. At Salary Finance, we're trying to change the way people approach budgeting. Instead of looking at this as something restrictive, flip it over, and make it something that empowers you to spend what you can on having fun and doing the things you enjoy.

Find out more about Salary Finance and if we could help you at: mitie.salaryfinance.com



SALARY FINANCE

Important: This is an option, not a recommendation. Mitie does not benefit from offering this service and all your communications will be with Salary Finance. Applications will be assessed to ensure the loan is appropriate and affordable for you. © 2019 Salary Finance Limited. All rights reserved. Salary Finance Limited and Salary Finance Loans Limited are authorised and regulated by the Financial Conduct Authority (firm reference numbers: 758053 and 734585). For loan products, Salary Finance Limited acts as credit broker exclusively for associated company Salary Finance Loans Limited. Salary Finance Limited and Salary Finance Loans Limited are registered in England & Wales (company numbers: 09677777 and 07643748) at One Hammersmith Broadway, London, W6 9DL. Data Protection Registrations: ZA152606 and ZA099501.

Shopping

Currys PC World

Currys PC World Save 8%

Nike

Nike Save 10%

Wickes
 Wickes
Save 13%

Debenhams
 Debenhams
Save 10%

halfords
 Halfords
Save 10%

mideals discount delights

IKEA

 Ikea
Save 5%

JOHN LEWIS PARTNERS
 John Lewis
Save 5%

M&S
 EST. 1884
 M&S
Save 7%

hobbycraft
 Hobbycraft
Save 10%

B&Q
 B&Q
Save 6%

Dining and Entertainment

vUE

 Vue Cinemas
 Tickets from
£6.40

buyagift
 Buyagift
Save 23%

EE

 EE Mobile
Save 20%

PIZZA EXPRESS
 Pizza Express
Save 10%

ticketmaster
 Ticketmaster
Save 6%

Expedia
 Expedia
Earn 10%

EMPIRE CINEMAS

 Empire Cinemas
 Tickets from
£5.25

*Please note discounts and offers may vary.

LiveSafe

As safe as houses

Our most important priority is to ensure all our colleagues come to work and get home safely. Our target is simple, we want zero harm to come to all of our colleagues, customers and members of the public who pass through the places we look after. LiveSafe is all

about continuously improving our quality, health, safety and environment (QHSE) performance across the business. Unfortunately, every year some of our people get hurt whilst doing their job, which needs to change.

Here's what you can do to help us create a Zero Harm workplace:

-  **ALWAYS** WEAR THE CORRECT PPE
-  **ALWAYS** STOP AND INTERVENE
-  **ALWAYS** DRIVE SAFELY AND OBSERVE MITIE'S DRIVING POLICIES
-  **ALWAYS** FOLLOW THE CORRECT PROCEDURES DURING LIFTING OPERATIONS
-  **ALWAYS** ISOLATE ENERGY
-  **NEVER** REMOVE SAFETY ISOLATIONS, BARRIERS OR EQUIPMENT
-  **NEVER** EXPOSE YOURSELF TO A FALL AT WORK
-  **NEVER** USE ALCOHOL OR DRUGS WHILE WORKING
-  **NEVER** PERFORM TASKS UNLESS YOU ARE TRAINED AND COMPETENT
-  **NEVER** MAKE ANY TECHNICAL CHANGES WITHOUT AUTHORISATION



Now live for Cleaning

“ I can see how many hours I've worked and what I'm going to be paid ”

Keep in touch with **INTOUCH** Powered by Mitie

The new InTouch by Mitie app is now available for Cleaning colleagues to download!

The app makes it easier for you to log arrival to and departure from site, book holidays, view the hours you've worked, view your upcoming shifts and contact your manager.

Although the app is only available to our Cleaning colleagues now, there are plans for the technology to be used by Security from October.

InTouch is available on Google Play, the App store and on the Intune company portal by searching for 'Intouch by Mitie'. Just register on the app and you're ready to go!



Coming soon to Security in **October 2019!**

Three cheers for long careers

We have a number of employees across the business who are celebrating a fantastic 5, 10, 20, 30, 40 and 50 years of service. This year we relaunched our company wide long service programme to recognise these achievements.

Here's an overview of how we celebrate these milestones.



Valerie Coleman 30



John Corrigan 5



John Lyons 10



Susanne Thompson 30



Stephen Mead 40



Simon North 30



10 Sandy Woodcock



30 Gordon Thow



20 Graham Little



30 Lillian Easton



30 Lisa Riddell



20 Stuart Bleazard

InsideMitie

Snapshots from across our Mitie family.



1



2



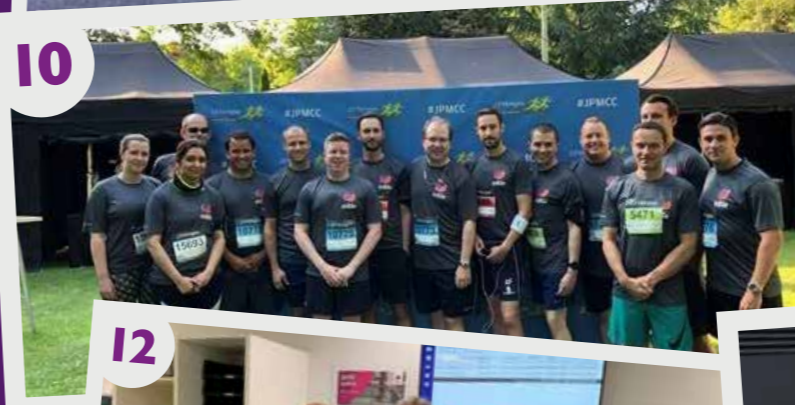
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11 Phil Bentley, CEO, visits our beer pumps division in Stockport

12 Phil Bentley, CEO, visits our Document Management team at White & Case, a US law firm

13 The team at Vodafone go the extra mile to get our client back on their feet after a recent fire at their HQ

14 Carol Lee is a Community Support Navigator in Care & Custody and has recently won the National Probation Award in the Fairness, Decency and Respect category.

1 Jenny Duvalier visits our team at St George's Hospital.

2 The Healthcare team complete their Mental Health First Aid training course.

3 Kenny Campbell Senior Contract Supervisor celebrates 30 years at Mitie.

4 Sally Knight, site supervisor at BMW and her team

5 Right to left: Steve Vyse, Malcolm Hazell, Barry Stead and Damian Mulligan receiving their Mitie Stars.

6 Our Care & Custody team raise over £4,000 for Action Medical Research racing the sun.

7 Our Engineering Services team onsite with our client Vodafone.

8 A group shot of our team based in Ireland.

9 Our Culture, Heritage, Origin, Race & Diversity (CHORD) diversity network coffee morning at The Shard.

10 Our Finance team take part in the JP Morgan Corporate Challenge

15 Congratulations to Ella Crookes from Care & Custody for passing her Chartered Institute of Management Accountants exams!

16 The Mitie Exceptionals Forum hosted by Jo Davis, HR Director and Jenny Duvalier, Non-Executive Board Director

Send a picture of you reading this magazine in an interesting or unusual place to magazine@mitie.com and your picture could be featured on this page in the next edition!



An iPad and two pairs of Urbanista headphones are up for grabs in our launch issue competition!



For your chance to win, simply answer this question:

How much did our employee engagement score improve by in this year's Upload survey?

- A) 3% B) 6% C) 12%

TO ENTER

Text your name, location and either A, B, or C to 07786 202 312
Or email magazine@mitie.com

Need a clue? The answer is somewhere in this magazine!

Did you know..?

Mitie Fast Facts

MITIE PURCHASES
30KM
OF COPPER TUBE
EACH YEAR

That's the equivalent of
96 Shard buildings
stood on top of each other!

THE SALT WE USE FOR GRITTING
COMES FROM THE SEA BED IN

EGYPT?

3634 OF OUR PEOPLE RECEIVED
A MITIE STARS AWARD IN
THE LAST YEAR?

WE EMPLOY
2,226

PEOPLE OVER THE
UK RETIREMENT
AGE OF 66?