



# The Exceptional

SPRING 2020

The Magazine for Mitie People



It's time to share your feedback

# Upload 2020

ONLY THE BEST FOR  
the BBC

FIVE FOR FIVE FOR  
Security

LEARNING  
MAKATON at  
EUROSTAR

PLAN  
ZERO   
A MITIE INITIATIVE

OUR COMMITMENT TO REACH  
NET ZERO CARBON BY 2025

POWERING UP  
Paddy Power

ALOHA FROM  
Salesforce





## A word from Phil

Welcome to the Spring edition of our employee magazine, **The Exceptional**.

It's hard to believe Spring is here. In this edition, you'll find more about the exceptional work we're delivering for customers at the **BBC, Salesforce, Eurostar, Paddy Power** and hear about some exciting new clients.

And you can read about one of our most important initiatives ever... **Plan Zero**, and how Mitie is becoming a leader in the world of **'zero carbon'**. The climate emergency is a problem that we all must take responsibility for, and on pages 14 and 15 you can find out about what you can do to make a difference.

March is a particularly important month as our employee engagement survey, **Upload**, is live – you can read more about this on Pages 4 and 5. We're on a journey to make Mitie a **Great Place to Work** and this annual survey is your chance to have your say. We want to hear how you really feel about working for Mitie and I promise you we will take action to improve your company. Your responses are 100% confidential and the survey will only take ten minutes to complete. You could also win a Huawei media pad!

I would also like to take this opportunity to recognise our **Mitie Stars** Grand Prize winners for 2019 - **Gareth Goodey** and **Matthew Sheehan** from our Security Team at the Oracle Shopping Centre in Reading. Gareth and Matthew went 'above and beyond' in an incredibly challenging situation when faced with a vulnerable person on-site. Read how on Page 7. Thank you both for your bravery. Don't forget to nominate your exceptional colleagues for a Mitie Star and they, too, could be in the running to win £10,000 in December.

Now that Spring is 'in the air' I look forward to getting out and about and meeting you at the front-line this year. In the meantime, if you'd like to grill me about anything, or let me know about the exceptional work being delivered in your location, I'd love to hear from you at [grillphil@mitie.com](mailto:grillphil@mitie.com)

**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)

# We're nothing without you!

Thank you!

Mitie is nothing without its people. Our latest video showcases the everyday heroes that make our business so successful.

In this issue of 'The Exceptional', we're talking to Ben, a Leisure Centre Facilities Manager, and Christian, a Site Operative, about how they continuously deliver the exceptional, every day.

Amazing!

Check out our video by scanning the QR code



Wow!

First up, meet Ben, a Leisure Centre Facilities Manager:

'I'm Ben Neath and I'm 34. I started working at Mitie 18 months ago after transferring from Carillion, but I've worked at the Leisure Centre for 16 years. In the main I am a Facilities Manager which means I'm responsible for the day to day operation of a secondary school, primary school, nursery and leisure centre. This includes both planned and reactive maintenance along with delivering leisure services direct to the public.'

**What do you love most about your job?**

'I love the variety it brings! Every day is different.'

**What's your secret to delivering the exceptional every day?**

'Communication with our customer. Keeping them as informed as possible about everything that we do for them.'

**Tell us something that might surprise your colleagues?**

'I was a games maker at the London 2012 Olympics and met Eddie Izzard on the Olympic Volleyball court!'

**What do you do in your spare time?**

'I enjoy camping, and walking with my family playing football and poker with my friends.'

**What's the most important lesson you've ever learnt?**

'Don't doubt yourself or worry what other people think of you.'

Exceptional!

And it's impossible to forget about Christian, our Mitie star who is a full-time Site Operative and a keen gamer, filmmaker and can even walk on his hands. Now that's exceptional...

'I'm Christian, 30 years old and I've been with Mitie for 18 months. In my role as a Site Operative, I take care of the day-to-day maintenance and legionella control on site. I'm also trained in MEWP!'

**What do you love most about your job?**

'I love problem-solving. Every day, I'm challenged to fix issues that might crop up, the daily challenge of sorting out various issues. At Mitie, I feel that what I do gets recognised which is why I was so happy to win my Mitie star.'

**What do you think is the secret to delivering the exceptional every day?**

'I make sure that I'm friendly and approachable to the school staff and clients.'

**What do you do with your spare time?**

'I love playing PlayStation games.'

**What's the most important lesson you've ever learnt?**

'To take the time on each job I do to ensure that it's done safely and correctly.'





# **UPLOAD 2020**

It's time to give your feedback!

**OPEN | – 31 MARCH 2020**



Our aspiration is for Mitie to be a **'Great Place to Work'**. In order for us to achieve this, we rely on your feedback to understand more about the things we do well, and the things we need to improve on.

This is your chance to have your say. Our 2020 Upload survey is open for the entire month of March. You can access the survey by visiting [msuitelink.com/mitieupload](https://msuitelink.com/mitieupload) or scanning the QR code here.

Your responses are 100% confidential and the survey will only take ten minutes of your time. You could also win a Huawei media pad.

We've already made lots of changes following your feedback in last year's survey – you can read all about these by visiting [www.mitie.com/yousaidwedid](https://www.mitie.com/yousaidwedid).



**Give us your feedback and help us to focus our efforts in 2020 on the things that matter most.**



# Mitie Security Five for five on CCS

Back in 2019, our Security business made it on to the Crown Commercial Framework for both Security Services and Technical Security.

This means that we're one of only six approved suppliers able to provide security services including manned guarding, CCTV systems, perimeter fencing, gates and access control to the public sector.

Since then, the Security team has taken part in five tender processes for new business and won all of them. Here's an overview of our exciting new customers in the security space.

# 2



## HM Revenue & Customs

The biggest win in terms of value was HM Revenue & Customs (HMRC) in August 2019, when our tender was successful in securing a contract with a potential value of £12 million every year over a five-year period.

After initial success across manned guarding and consultancy work, the value of our expertise in security provisions became evident as our working relationship with HMRC continued to grow. Rachel Webb, Solutions Director, says, "The tech innovation we've offered HMRC not only led us to winning the opportunity to provide services on their sites, but also helped in developing a close working relationship at a crucial time in HMRC's history."

Merlin (a state-of-the-art incident management system) will be put into place across HMRC's 13 new Regional Centres,



## BANK OF ENGLAND

The first major win from the CCS framework came in July 2019, when we won the contract to provide physical security services to the Bank of England (BoE). And with a £2.6 million value over a five-year period, it was a great sign of even bigger partnerships to come.

This prestigious contract protects the BoE's people, property and assets across its three main locations; the main BoE premises at Threadneedle Street, The Pensions Regulation Authority (PRA) at Moorgate and the Debden printing facility - where they print all the money.

We showed our expertise and ability to provide high-labour fulfilment throughout the tender stage. Then, we transferred more than 65 staff to form a comprehensive security team to work in partnership with BoE's in-house team.

Since we partnered with the BoE, we've delivered numerous contract innovations and been instrumental in keeping one of the UK's most-renowned institutions safe every day.



helping them to monitor risk across their portfolio, identify trends and efficiently deploy resources to increase protection and reduce incidents holistically. With the help of our Global Security Operations Centre (GSOC) in Northampton, we've also helped HMRC avoid some potentially high-profile incidents too. The 24/7 GSOC helped foil an Extinction Rebellion protest (at a site Mitie doesn't patrol), and find out about a live cyber threat in time to allow effective decision making. The intelligence we provided was key to our client not being impacted or having its services disrupted.

Rachel says, "We've brought a combination of tech, innovation and intelligence to the public sector, and through providing this package of services we will continue to develop a relationship with a key government department."

# 3



## Home Office

Our Care & Custody team already had an existing relationship with the Home Office worth (approx.) £50 million per year. But in December 2019, Mitie's Security team won their own three-year contract with the Home Office worth (approx.) £3.8 million per year. This contract covers 27 locations, with a focus on specialist guarding.

The locations we'll look after as part of the contract are highly regulated. With specialist guarding and intelligence-driven work, officers must be trained to handle customers in a specific way at the public-facing locations. This is a fantastic opportunity for us and we're very excited for the contract to start on 1 April 2020.

# 4

## Met Office

We recently tendered for a contract to work with The Met Office via the CCS Framework to provide physical security services to their Met Office HQ and data centre locations in Exeter, Devon.

We were able to separate ourselves from the competition by offering the Met Office industry-leading people support and innovative technology. By working together, we'll modernise their current security service and give them robust around-the-clock coverage. Our contract with the Met Office will start in April 2020 and is worth around £370,000 per year over the next five years. And there's more...

There's still lots more opportunities for us in the public sector, so keep your fingers crossed for more business wins coming soon.



# 5



## Met Office

This customer also chose Mitie to design and install CCTV intruder alarms, alarm-receiving services and door entry systems for its remote sites. The four-year maintenance contract will generate over £100,000 for the business every year.

Mitie mobilised early to meet the needs of the Met Office, but the contract officially begins on 1 April 2020.

Steve Clift, Solutions Director of Fire & Security Systems, says, "What made us stand out from the crowd in winning this contract is that we understand what the Met needs and how to deliver it."

"Mitie by far offers the best technical solution. We're delighted to secure such a prestigious contract with a high-profile client. Working with the Met Office also further expands our commitment to support public services."





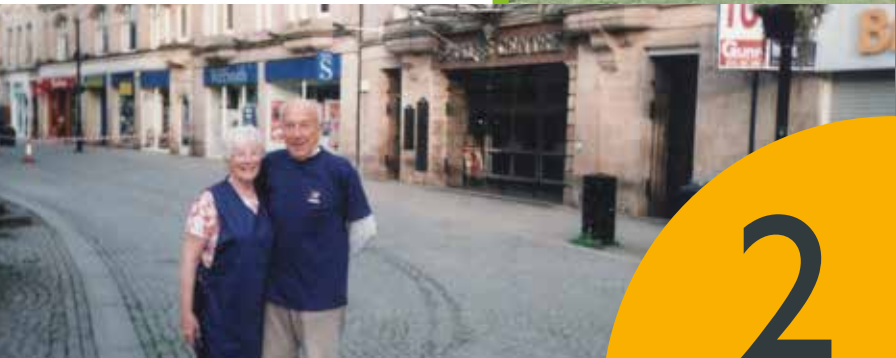
# 7 THINGS YOU NEED TO KNOW

## 1 The Queen drops in for a flying visit!

Our team on the PFI contract in Kent were delighted when the Queen recently popped in for a flying visit. She landed her helicopter on the field at Aylesford School in Kent to attend events at the Royal British Legion Village at Aylesford.

The Mitie team worked hard to ensure the site was looking tip top and supported the school and police in order to make the event run smoothly. Police search teams attended the day before and worked into the evening, with the team providing access to the buildings and grounds.

A police presence remained on-site at all times to preserve the scene. Aylesford pupils all attended her first engagement before returning to school for lunch and waving the Queen off at the end of the day. The Head and Deputy thanked the Mitie team for all their hard work!



## 2 Keeping it in the family

Janet Glendenning, and her husband Patrick have worked for Mitie since 1991, when they started their Mitie career as Cleaning Operatives for the Bank of Scotland in the Burghead branch, and have since moved to work Elgin Branch.

The couple recently discovered a strange coincidence when their son, John, showed them a picture of one of his recent photoshoots. To the family's surprise, John was the new face of the Mitie Cleaning vans! This story just goes to show the impressive length and breadth of the UK that our people cover.



# 1

# 3

## 2,500km in a Tuk Tuk

Sanjay Vadhera, our Head of Commercial & Finance in Escorting Services & IRC took part in an epic Tuk Tuk mission in December 2019.

Crossing five states, Sanjay was part of a tenacious group of drivers hoping to raise money for the Cochlea Pune charity. The expedition's 90 global volunteers collectively raised a whopping £250,000 which will now pay for a brand-new hospital to be built in Pune, Maharashtra, which will help 200 children a year to hear.

When we asked Sanjay about his rollercoaster of a road trip, he talked about how his team of drivers became a family to him.

Talking about his adventure, Sanjay said, 'I rose above everything and embraced a new way of thinking. I saw people who were poorer than you could imagine, but they were happy. I learnt so many things, and I've re-thought so many things in my life and I'm genuinely a different person.'



# 4

## Our 2019 Mitie Stars award winners!

Over the course of 2019, we received over 4,000 Mitie Stars nominations, named 150 winners of the monthly awards and gave away five grand prizes!

The winners of the overall Mitie Stars Award for 2019, and the recipients of £10,000 were Gareth Goodey & Matthew Sheehan from our Security Team at the Oracle Shopping Centre in Reading!

On 15 April 2019 The Control Room of the shopping centre received a call from The Police regarding a vulnerable suicidal person thought to be on the higher levels of the Shopping Centre car park. Gareth and Matt located the man, who they found to be using a razor blade to self-harm, and were able to build a good rapport with him and kept the situation calm. This stopped the man causing more injuries to himself until the Paramedics and the police arrived and took control.

After treatment from paramedics, the man was escorted home without any further harm. Gareth and Matt remained professional at the time of this incident and followed procedures, keeping the Control Room updated and liaising with the emergency services. This was an incredibly challenging situation to be in, and both officers remained calm and professional. Thank you both for being exceptional!

To nominate a Mitie Star, please scan this QR code



## 5 Our Non-Executive Director, Jenny Duvalier — answers all!



We recently asked our employees to submit their questions to Jenny Duvalier, our Non-Executive Director responsible for ensuring that the employee voice is considered in Board discussions and decisions.

Over the course of 2019, Jenny was out and about meeting employees across the business. However, with nearly 50,000 employees, it's impossible for Jenny to meet everyone. We wanted to give all our employees the opportunity to have their questions answered, so we went digital! Watch this video to hear Jenny talk about diversity, social value, manager engagement and creating a culture of recognition.

Scan the QR code here



## 6 Mitie takes top!



We're delighted to announce that we've been certified as a UK Top Employer for the second year in a row! Top Employers Institute is the global authority that recognises excellence in people practices and over the past 24 months, we've been focused on making improvements to how we hire, develop, reward and engage our people. We've invested significantly in our HR technology, processes and procedures to help make Mitie a great place to work. We're the only facilities management company to have qualified amongst a very prestigious list of peers (including some of our customers).

We've also been ranked Number Six on The Inclusive Top 50 UK Employers List! In 2018/2019, we were ranked at Number 17, so this is an incredible improvement and a testament to all the hard work that has gone into making Mitie an even more inclusive business for all. The Inclusive Top 50 UK Employers is a definitive list of UK based organisations that promote inclusion across all protected characteristics and represents the promotion of all strands of diversity.

## 7 Check out our new website

Have you visited Mitie.com recently? If you have, you may have noticed it's fabulous new look and feel. The new website showcases our diverse range of products and services, making it easier for prospective customers to move from one page to the next and discover more about our business. Visitors to the site can now access our credentials, financial results, case studies, videos and news articles at the click of a button.

Head over to [www.mitie.com](http://www.mitie.com) to take a look for yourself!





# Aloha from Salesforce

At Salesforce, the Hawaiian ‘Aloha spirit,’ guides everything from corporate values to office decor. Their most important value is ‘Ohana’ – the Hawaiian word for family and when you step into their headquarters in London, which is run by a team of 75 Mitie employees, this sentiment truly shines through.

The Mitie team look after 1,400 Salesforce employees across 10 floors. Our Signature (Front of House) colleagues are on hand to provide office and meeting room services, events, porters, stationery and post room services. They also keep the supplies of free drinks and snacks replenished, as part of the Salesforce Snacking Programme.

Our Cleaning team ensure the building is kept spick and span across all 10 floors, and provide demand-led cleaning in the washrooms. Put simply, this replaces the conventional way we clean and service washrooms from scheduled visits (so servicing every two hours), to cleaning driven by sensors located within the washroom and dispensers. The software lets us know when and where to go for cleaning and restocking consumables. This means we always have clean and stocked washrooms and offer the best possible experience at all times.

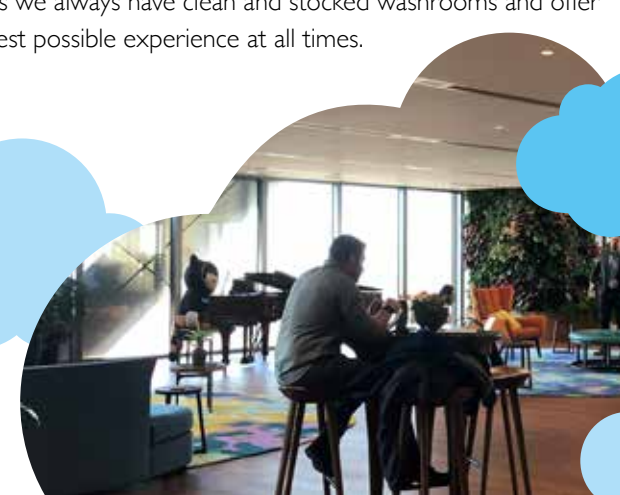


Since 2014, our contract with Salesforce has grown from an annual value of £0.5m to £3m. This growth has been driven by our ability to provide exceptional service and innovative solutions, such as chemical free cleaning and ATP swab testing to hygienically monitor the cleaning standards and ensure we provide the cleanest and healthiest environments for our customer’s employees to work in. In addition, we’ve been able to support Salesforce’s sustainability ambitions, by reducing the amount of plastic used on site to less than 5%!



We’re delighted to work with a customer like Salesforce, who embrace innovation and allow us to continually push the boundaries around service delivery. The Salesforce ethos is a “one team” approach lived and breathed by the entire team every day, which fits perfectly with our ‘One Mitie’ value too. It’s great to work with such a fantastic team who always strive to deliver the exceptional, every day!

James O’Farrell, Head of Strategic Accounts London, Cleaning







Nothing but the best for the



Being in the Facilities Management (FM) industry often means that Mitie is the business behind a huge range of well-known brands, enabling them to focus on what makes them successful, while we take care of the rest. One example of this just happens to be one of the best-known brands in the UK, the BBC.

Specifically, we support the 'BBC Studios' arm of their business, with a fully Integrated Facilities Management (IFM) contract worth £1.5m each year. The team at BBC Studios are responsible for producing the TV shows loved by audiences all over the world, from the likes of Strictly Come Dancing, Doctor Who, Top Gear and countless bold British dramas.

With 1,200 BBC employees over six floors of the Television Studio in London, our most important role is to create an environment in which teams can thrive and produce the very best of British content, that captures the hearts of the nation.

The woman in charge of running this upbeat and buzzing location is Kirsty Baker, Account Manager, who is supported by an exceptional team of 70 employees who all play an important part in making the culture what it is today. As mentioned before, this is an IFM contract, which means we deliver every single Mitie service available, including security, engineering, cleaning, waste, helpdesk, mailroom, workplace co-ordination and in conjunction with our strategic partner, CH&Co, catering too!

One of the things that really stands out about contract, is the team's 'Buddy System'. This system has been put in place to ensure effortless collaboration from one service line to another. In practice, this means buddies can swap into different roles and

support each other during busy periods. This is a fantastic way of managing business continuity, while upskilling our teams, and developing and retaining the very best talent.

The biggest challenge the team faces on a regular basis is supporting in the delivery of reactive events. Whether that simply be drinks after work, the BBC Studios' Christmas parties or their biggest event of the year, November Screenings, when the customer welcomes potential new business partners to the studios with a view to gaining investment for new series. In the last quarter alone, the team has supported in the delivery of 19 showstopping events and although these events may be challenging, it also gives our team another chance to shine.

When visiting the studios, it's clear that the Mitie team go above and beyond to consistently deliver the exceptional, every day. This is proven by their fantastic NPS score of nine, which they've achieved two years in a row.

Kirsty said: "I'm so proud to work with such a diverse and dedicated team, who are all happy to get stuck in and get the job done. By working together, we've been able to make improvements to the way we work and we have a great team dynamic. I wouldn't be where I am today without an exceptional team to work alongside and couldn't agree more with Mitie's statement that we would be nothing without our employees, as this is certainly the case at BBC Studios."





On our way to hero with

# PLAN ZERO

## A MITIE INITIATIVE

We're proud to have launched our new, industry-leading Plan Zero initiative! We're the first Facilities Management business to commit to reaching net zero carbon emissions by 2025 – 25 years ahead of the UK government's target!

The commitment is based around three key pillars, made up of the areas with the most environmental impact for our business.



“

The climate emergency is a problem that we all need to take responsibility for. If we have any chance of solving it, then businesses need to take bold action now. Plan Zero is our ambitious 2025 commitment, to lead the way, not just within our own industry but wider UK business too.

“We're putting the expertise within our business into action. We're stepping up the roll out of our electric fleet, powering our buildings with renewables and championing the circular economy. Plan Zero is our promise to protect the planet and leave it in a better condition than we found it. Over the next five years, and beyond, this will just be how Mitie does business and we hope many more companies will join us on this journey.

Simon King, Director of Sustainability and Social Value

”

So, as the environment is something we all need to take responsibility for, we thought we'd share five simple things you can do to make a difference:

- 1 Switch to a renewable energy tariff – a typical household emits over a tonne of CO<sub>2</sub> every year from grid electricity; whereas renewables are zero emissions and tend not to cost any more.
- 2 Bring your own bag shopping. Pass on the plastic bag and start carrying your own reusable bags.
- 3 Check your home is properly insulated. Installing 270mm of loft insulation in an uninsulated semi-detached house typically costs £300 but will save £135 per year (as well as 550kg of CO<sub>2</sub> every year).
- 4 Air dry. Let your hair and clothes dry naturally instead of running a hair or tumble dryer. When you wash your clothes, make sure the load is full.
- 5 Save electricity by plugging appliances into a power strip and turning them off completely when not in use, including your computer.



Scan this QR code to view our Mitie Guide to Saving the world.



Scan this QR code to see Simon talk about Plan Zero and why it's so important.



### Our Plan Zero Commitment



**Eliminate carbon emissions from power and transport**

**We will**

Convert our fleet to zero emission and power our Mitie EV charge points with green energy  
Decarbonise our heating systems and use 100% renewable energy for our sites via a subsidy-free Power Purchase Agreement  
Increase our use of technology to reduce work travel to a minimum. Where travel is necessary, we will choose low carbon methods.



**Eradicate non-sustainable waste**

**We will**

Eliminate single-use materials by embracing the circular economy, such as through a closed-loop paper recycling system  
Reduce our use of natural resources, with only items which fit our circular economy approach allowed on site  
Use natural, non-toxic and biodegradable cleaning products, and champion the use of new innovations wherever possible, such as microfibre and surface coatings



**Enhance inefficient buildings to meet the highest environmental standards**

**We will**

Always choose new offices with at least an 'Excellent' BREEAM rating and only re-sign leases on offices with an A EPC rating  
Enhance energy optimisation and use our smart building technology to achieve maximum energy efficiency at all our sites  
Improve biodiversity at all of our sites using initiatives that help ecosystems flourish, such as choosing plants which attract wildlife or establishing bug hotels





# Learning Makaton at Eurostar

Our colleagues at St Pancras International have been going the extra mile to deliver exceptional customer service to customers at Eurostar by learning Makaton!

Makaton is a language programme that uses symbols, signs and speech to enable adults and children with learning or communication difficulties to communicate by providing extra clues about what someone is saying.

This takes away the frustration some customers may experience when struggling to communicate and enables individuals to connect with the world around them.

Of this 273 strong Security team, more than 150 of them took on the challenge to learn this language back in March 2019. Since then, they've each learnt 35 words, including hello, goodbye and thank you. The onsite training manager teaches the group with visual and video aids and they're now on a mission to learn 80 words by the end of 2020.

Our contract with Eurostar began in 2009 and is worth £9.5m each year. Muhammad Fahim, Mitie General Manager said "I'm incredibly proud of the team for their dedication to providing exceptional customer service. Their hard work becomes worthwhile when they put their Makaton skills to good use helping a customer who might otherwise struggle. The team were also recognised as the Best Team 2019 at the National BSIA-British Security Industry Awards last year; and it's this drive to deliver

the best possible service that lead to this win. It's sometimes the little things that make a big difference, and we do all we can to make sure our customers have a pleasant journey."

**Why not learn a couple of Makaton phrases for yourself – you never know when it might come in handy (pun intended)!**



Hello



How are you?



Where?



# What's Cooking

GATHER  
—&—  
GATHER

## BLUEBERRY BUTTERMILK PANCAKES v

SERVES 4

### INGREDIENTS

140g plain flour/gluten free plain flour  
1/2 tsp bicarbonate of soda  
Pinch of salt  
80ml buttermilk  
160ml semi-skimmed milk  
1 egg  
50g blueberries  
Vegetable oil

### METHOD

1. Whisk together milk, buttermilk, eggs and salt.
2. Sieve together flour and bicarb, then whisk into rest of ingredients.
3. Heat a pan with a little oil, ladle batter into pan then drop a few blueberries into pancakes before they start to set. Cook for 45 seconds on each side.
4. Serve with your favourite toppings.



Per portion: Energy 910 kJ/216 kcal Fat 6.8g Saturates 1.4g Sugars 4.4g Salt 0.76g  
© Gather & Gather 2020

# Take your commute to two wheels with Cycle to Work

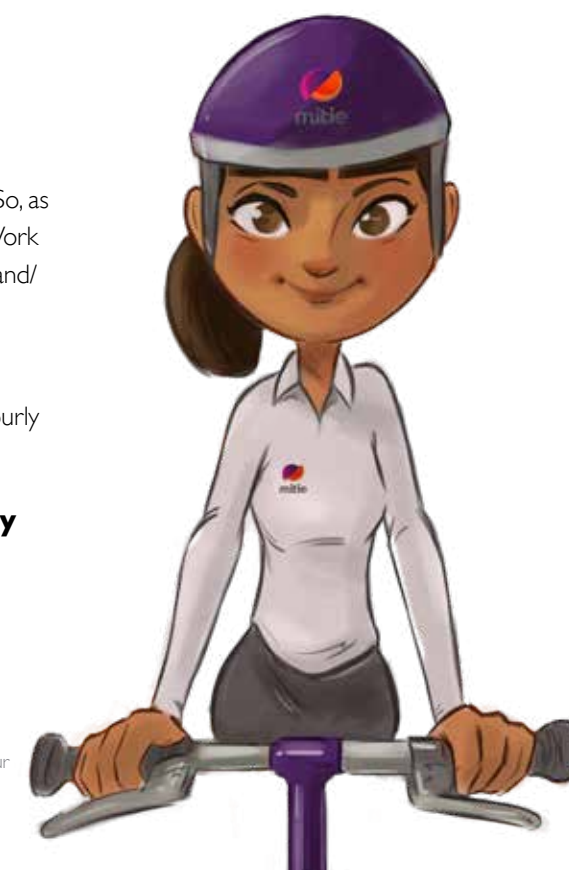
Cycling to work is not only good for your health, but also good for the environment! So, as we head into Spring, why not take your commute to two wheels with our Cycle to Work Scheme! This benefit gives you the chance to save between 25% and 39% on a bike and/or biking accessories via an interest-free payroll loan!

You pay nothing upfront – payments are spread across a year and taken tax efficiently from your salary each month. You can apply for Cycle to Work provided that your hourly rate after the deduction is at least £9.50\*

**Visit [www.cyclescheme.co.uk/mitie](http://www.cyclescheme.co.uk/mitie) to find out more and apply when the window opens 1 – 30 April.**

**Remember, you can find full details of all the benefits available to you as a Mitie employee at [celebration-hub.com/](http://celebration-hub.com/)!**

\*We will review your application to ensure the necessary deductions do not take your pay below or close to the National Minimum Wage or National Living Wage, as applicable. If approved, Mitie will pay for your package on your behalf. You'll then be sent a certificate that you can exchange for your gear instore or online.





# Powering Paddy Power.



Founded back in 1988, Paddy Power is a Dublin-based bookmaker with over 613 stores – and a real Irish success story.

Back in February 2019, we started working with the well known Irish brand with a Hard Services contract worth €1.2million each year. As part of this contract, we were brought on to take care of over 275 Paddy Power sites across the Republic of Ireland and Northern Ireland, providing air conditioning maintenance, emergency lighting, fire alarms and extinguishers, risk assessments, pest control, window cleaning, waste collection and more.

After working with us for nearly a year, and experiencing an exceptional mobilisation, Paddy Power knew we were a business they could rely

on and approached us about other services. In December 2019 our relationship with Paddy Power grew, with the addition of a Soft Services contract worth €1.6million a year to keep their stores pristine.

With 224 Mitie employees responsible for looking after this key customer's retail stores, our people are integral in keeping their business running smoothly and pushing Paddy Power forwards. Our team deliver a fantastic service, and have 100% planned protective maintenance compliance and have been recognised for their exceptional helpdesk.

“

As part of the Soft Services contract mobilisation, we onboarded 191 employees nationwide who were part of TUPE arrangements. We took the time to carry out one-to-one consultations and to make the newcomers feel like part of the 'One Mitie' team. We had fantastic feedback on our approach and our new employees were pleased to have the opportunity to meet the team.

Our relationship with Paddy Power has gone from strength to strength. We're a people led business, and our collaboration across different business streams fits well with Paddy Power's style. Both businesses are flourishing together in the relationship and we're looking forward to this continuing long into the future.

Gill O'Riordan, Operations Director, Ireland

”





# Getting on top of your Spring Clean



## JOHN'S TOP TEN TIPS!

Spring is just around the corner, which means it's time to get your homes in tip-top shape. To help you do this, we're taking advantage of some of the expertise within our business! Meet John Austin, a Cleaner on the Co-op contract who joined the business back in June 2019. Here, John shares his top ten spring cleaning tips:



- 1 Declutter your space:**  
Make your work life and home life so much easier by decluttering, only keep to hand what you need and what you use.
- 2 Wash those windows:**  
Get any glass and mirrored surfaces sparkling just in time for the sunshine and brighten those rooms.
- 3 Dust the duster:**  
Banish all the cobwebs and dust from up high and keep them banished by keeping a weekly check on those spiders.
- 4 Look after your equipment!:**  
Keep all your cleaning products and equipment in good order, check them over once a week to make sure all your products are in date.
- 5 No sweet things here:**  
If you work alongside food, i.e. in a supermarket, make sure any spilled food or drinks are cleaned up as you go, especially when the wasps return.
- 6 Try out a new routine:**  
If you find yourself pushed for time, try cleaning for shorter periods of time, more often. This will make it less of an onerous task when you do get around to it!
- 7 Keep it cool:**  
Check fridges and freezers for sticky fingers. The last thing you want to see are smudges all over.
- 8 Get it done:**  
Find time to do those jobs you keep putting off, the spring clean feeling will help you get motivated.
- 9 Enjoy the outdoors:**  
Spend time in the lovely outdoors. Take a brush and give the front of that shop, or your garden, a sweeping.
- 10 Enjoy the spring-cleaning feeling:**  
Everyone is feeling the vibe, and so should you. Feel motivated and enjoy that spring cleaning feeling.



# Can you solve our Mitie Puzzles?

## SPOT THE DIFFERENCE

CAN YOU FIND ALL FIVE?



## WORDSEARCH

CIRCLE ALL THE WORDS

S	X	T	A	O	M	V	Q	I	S	L
A	C	C	S	T	A	R	U	C	U	E
L	Y	G	B	Z	N	T	P	Y	F	U
E	W	C	L	E	A	N	U	C	E	P
S	O	O	Y	R	G	I	M	L	U	L
F	V	N	L	O	E	L	A	E	R	O
O	I	T	Z	H	M	M	K	A	O	A
R	M	R	U	A	E	I	A	S	S	D
C	G	A	H	M	N	T	T	C	T	X
E	X	C	E	P	T	I	O	N	A	L
F	U	T	G	R	E	E	N	I	R	H

- MITIE
- EXCEPTIONAL
- CLEAN
- EUROSTAR
- MANAGEMENT
- CONTRACT
- MAKATON
- CYCLE
- UPLOAD
- ZERO
- GREEN
- STAR
- SALESFORCE



# InsideMitie

Snapshots from across our Mitie family.



2



3



4



1



9



10



12



11



5



6



13



15



7



8



14



16

1 Mitie Security and Aon achieve 'Secured Environments' accreditation at Aon's Global HQ in London.

2 Andy Knight and his colleagues in Glasgow enjoy the latest edition of The Exceptional.

3 Carlo Alloni, Director Technical Services spends the afternoon with Trevor James, Engineer.

4 Engagement Manager, Daisy Black, visits the Statue of Liberty with her favourite read The Exceptional.

9 The Heathrow Contract Support team read The Exceptional during their team meeting!

10 Our Ready2Work interns during their induction week at The Shard.

11 Our Strategic Marketing team win Gold for Multichannel Campaign of The Year at the International B2B Marketing Awards!

12 George Brown receives his 10 year award!

13 Mitie Heathrow Airport Admin Team read The Exceptional magazine.

5 Mitie Security launches a new partnership with Northampton University.

6 Una Gallagher Head of Soft Services BOI winning the FM Professional of the Year 2020 Award.

7 Molly feeling festive back in December with the magazine and her best hat!

8 Phil Bentley re-signs the Armed Forces Covenant with Air Marshal Richard Knighton, Head of Finance for Ministry of Defence.

14 Our Non-Executive Director, Jenny Duvalier, visits Simon Corder and The Osborne Clarke Team & Bank of Ireland Team, Bristol.

15 Our team at Sainsbury's in Tooting receive one of the first copies of the Christmas edition of the magazine!

16 Jason Towse, Managing Director, Business Services and the Security team at the OSPA awards. The team brought home a fantastic five awards. Congratulations!





It's time to

# UPLOAD

OPEN | – 31 MARCH 2020

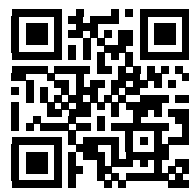
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WE'VE GOT  
**FIVE**  
TO GIVE AWAY!

HELP US TO MAKE MITIE  
A GREAT PLACE TO WORK!

Share your feedback and you could be in with a chance to **WIN** a

**HUAWEI MEDIAPAD**

