



# MiNews

Issue 1 – Week ending 17 July 2020

## PROUD TO BE IN PARTNERSHIP A Message from Royal London and Mitie



Leigh Fyffe, Royal London  
Head of Facilities

You've all heard by now that Royal London and Mitie will be working in partnership. Our companies have similar values and ways of working. Sharing a 'One Team' approach, we look forward to delivering an excellent facilities management service and enhancing the workplace experience at Royal London.

During this time of transition please ask any of the Mitie team if there's anything you're unsure of. You'll have a chance to meet the team soon and they'll tell you more about what it's like working for Mitie.



Beverley Winrow, Mitie  
Managing Director, Strategic Accounts

We want to make this change as seamless as possible. In the coming weeks, we'll communicate regularly with you and you'll find out more about Mitie.

You're key to the success of our partnership and we're excited to be working together.

### MiNews – for your information!

Welcome to the first issue of MiNews – a bi-weekly newsletter for colleagues transferring to Mitie who will be part of our team supporting Royal London. We're really excited that you're going to be joining us!

As we work through this mobilisation or "getting

ready" phase up to early October, we'll be sharing information to guide you through the transfer process.

We're experts in our field and you're in good hands. We want to make this process as straightforward as we can for you.

In this issue, you can find out more about Mitie, what you can expect in the next few weeks and how to find out more information.

**Next MiNews  
will arrive  
in two weeks**

## What does this contract cover?

Subject to contract, we'll provide FM services to Royal London including:

- Maintenance & Repairs
- Cleaning
- Catering
- Security
- Reception
- Workplace Services
- Helpdesk
- Connected Workspace
- Remote Operating Solutions

## What's new?

### Perfect Fit

Mitie is a large FM company – meaning you'll be joining a network of people who share your commitment to facilities maintenance, which can offer professional opportunities in your field of expertise.

### Workplace Experience

Mitie will introduce:

- Aria - our employee app that connects you to workplace services
- Revitalised restaurant facilities with partner, Gather & Gather
- Facilities-specific Helpdesk and access to Subject Matter Experts
- Role-specific training opportunities

### Technology

Mitie will bring:

- Connected Workspace-Workplace Technology to support the effective use of Management Information (MI) reporting to understand workplace utilisation and environmental conditions
- Mitie's new Service Operations Centre (SOC), designed to combine the functions of helpdesk, planning, remote monitoring of systems and intervention all in one easy to access and integrated offering

## What happens next?

We enjoyed meeting you at the Welcome Roadshows.

We're currently engaging with your ERF as your employee representatives.

On 9<sup>th</sup> July, we began the collective consultation and aim to meet with you regularly.

We'll also offer "Drop In" HR clinics where you can meet the Mitie team. These can be held either in person or virtually by appointment if you're unable to join us. The Drop In clinics will start in August.

If you have any questions at this time, please speak to your current employer or the ERF and we'll work with them to respond.

# What things mean:

You may hear some terms used during the HR and TUPE process over the next few weeks. Here are some useful definitions:

## Collective Consultation

The incoming employer (Mitie) consults with employees through representatives. Information must be made in writing through their representatives and includes:

- the fact that the transfer is taking place and approximate information on when it's happening and why
- any implications of the transfer
- any intended measures that the employer expects to take - even if this is nothing
- the outgoing employer must provide information on any measures which the incoming employer is considering taking in respect of affected employees

## HR Drop Ins

This is where you can meet someone from the Mitie HR team and ask any questions you may have about us and the transfer itself.

## I-2-Is

These are meetings with individuals where we talk through the data (known as ELI data) we have received from your current employer to check its accuracy.

This is an opportunity for you to ask questions specific to you.

We obtain any Right to Work information we may need and we also complete a 'Consultation Form' documenting bank details and email addresses to make sure that payroll is set up correctly for you.

## Have a question?

- If you have any questions at this time, please speak with your current employer and we'll work with them to respond.
- We'll set up a dedicated email address just for your questions.
- Visit [www.mitie.com/royallondon](http://www.mitie.com/royallondon) to get the information you'll need for this process.



# The mobilisation

As we work through the mobilisation phase, we'll have a dedicated team of people in place to prepare for the start of services, or "Go-Live". Some of the team has already been part of the welcome meetings and will continue to visit sites over the coming weeks and months. We'll let you know about their future visits.

Work is underway to make sure the Go-Live and service delivery goes to plan. We're working closely with your employer to make sure we achieve this in a seamless manner.

# Our commitment

Mitie is an FM services business and we rely on the commitment, dedication and quality of our people. Everyone who'll transfer to Mitie in October is key to helping make the Go-Live date a success.

We're keen to make sure you have the information you need before Go-Live. Please ask any questions you might have and look out for further updates.

# What to expect

Now that we've held welcome meetings with you, the next phase in the TUPE process will be collective consultation, which is managed through an employee representative (the ERF). We are aiming to kick off 1-2-1 meetings following completion of the collective consultation. This will last for as long as meaningful and may continue into August. We'll share more information about what's involved in these meetings nearer the time, but we'll be asking you to share some details to make sure your transfer is as smooth as possible.

# Your questions

We know that many of you will have similar questions and will want to be kept informed.

We'll include relevant information in future issues of *MiNews* to help answer your most frequently asked questions (FAQs).

More information can be found on [www.mitie.com/royallondon](http://www.mitie.com/royallondon).

## How we'll communicate

We'll include regular updates in *MiNews*, a regular newsletter which will be shared every two weeks.

We're offering HR Drop In clinics where you can meet with the Mitie team and ask any HR-related questions about the transfer that you may have.

Visit [www.mitie.com/royallondon](http://www.mitie.com/royallondon) where we're storing all of the information you need. We'll also establish a dedicated email address for your questions.

We'll keep in touch throughout mobilisation and up to Go-Live, via your business partners, so you know what to expect

## Don't forget ...

We're really excited that you will be joining the Mitie team.

We're experts in our field and we want to make this process as straightforward as possible for you.

We're working closely with Royal London to make sure that you get the information you need, at the right time.

We'll be communicating with you regularly and will answer any questions.

You're in safe hands.