



MORE ABOUT MITIE

Partnering with Royal London
to Provide
Next Generation FM

8th July 2020

AGENDA



01 Working in Partnership with Royal London

02 Working for Mitie

03 Introducing New Technology

04 What to Expect

05 Q&A





Working in Partnership with
Royal London

MESSAGE FROM BEVERLEY WINROW



BEVERLEY WINROW

Managing Director, Strategic Accounts
Private Sector & Ireland/International,
Technical Services



We recognize that you are experts in your field and we have the opportunity to achieve great things as we work together.

Firstly, I'd like to extend a warm greeting to all of you. We are very proud of our new partnership with Royal London and are confident that we can create an enhanced workplace experience together.

At Mitie, we value our employees above all else. We offer some exciting benefits and professional FM opportunities when you become part of our team. New concepts will also be introduced to enhance the Royal London workspace and we'll be covering these in this presentation. We are here to make you feel at ease— so please ask if you have a question!

We recognize that you are experts in your field and, working together, we have the opportunity to achieve great things.



Royal London have selected Mitie as their preferred service partner for the delivery of Integrated Facilities Services.

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.**

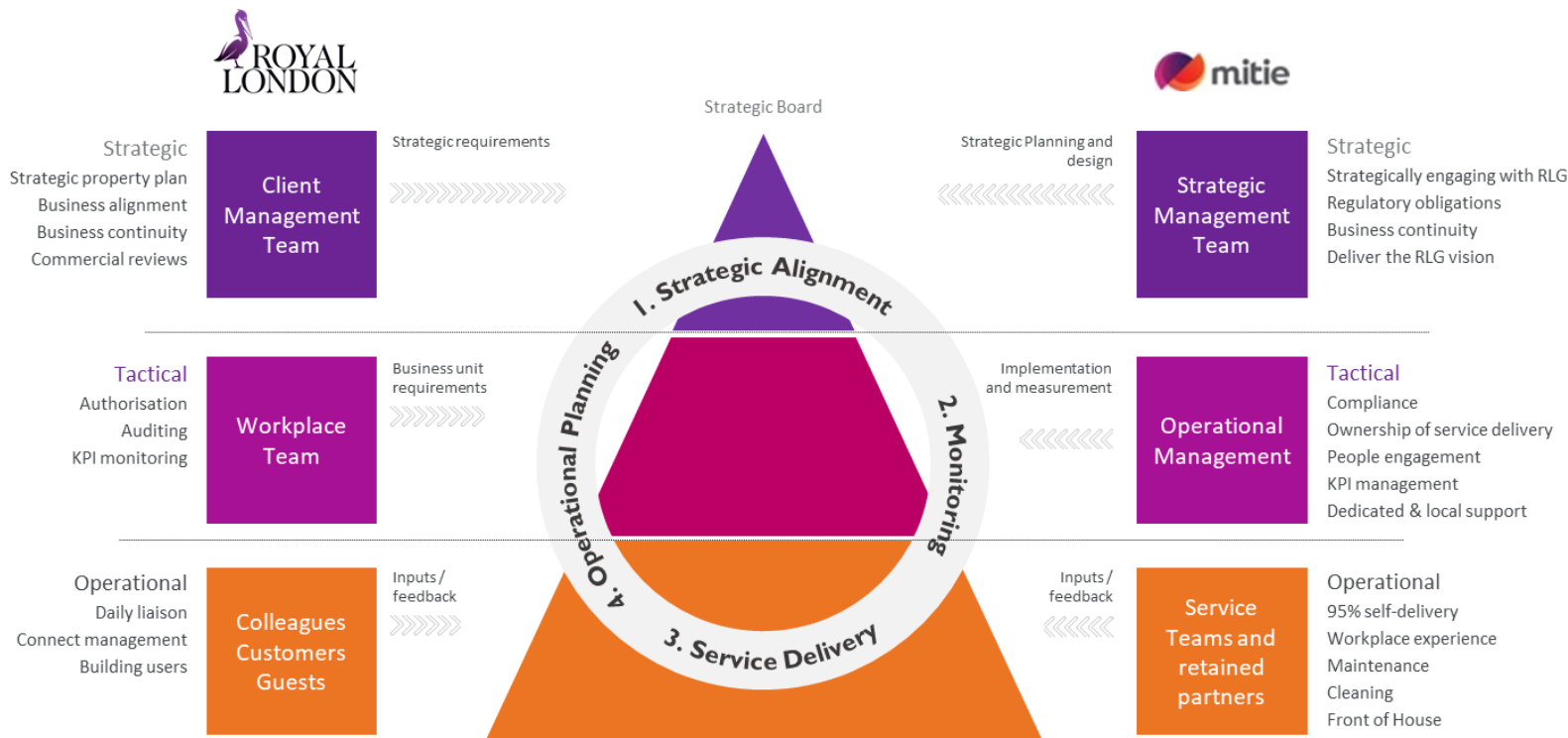
Technology – Mitie will bring:

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

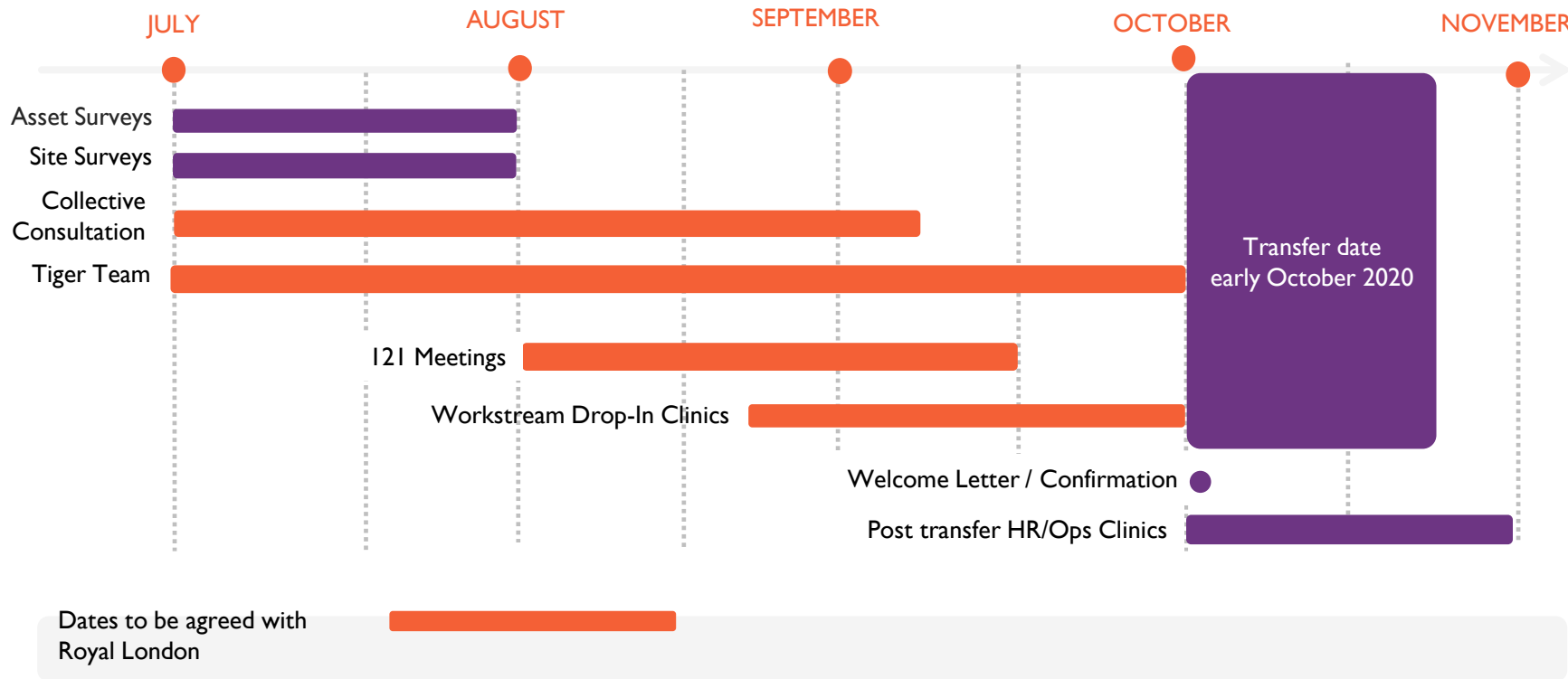
Workplace Experience – Mitie will introduce:

- Aria - our employee workplace application
- Revitalised restaurant facilities with partner, Gather & Gather.
- Facilities-specific Helpdesk and access to SMEs.
- Role-specific training opportunities

TOM ALIGNMENT



MOBILISATION TIMELINE



Our Communications are Two-Way

At Mitie, we realise the value of both giving and receiving information.

How we'll communicate with you:

- **MiNews** employee newsletter will relay specific information about the TUPE process. Expect the first issue in mid-July and every two weeks thereafter.
- **The Know How Guide** will help you get to know Mitie and our processes. It will be given to you when the contract starts in October.

How you'll communicate with Mitie:

- A dedicated email address will be set up for your questions. More to follow.
- Our on-site representatives will be available for the answers you need.



distributed at contract start (Oct)



bi-weekly updates



YOUR
WORKPLACE

YOUR
WORKPLACE



Gather & Gather Catering Uniforms



FOH
Uniform



Hospitality
Uniform



Chef
Uniform



Kitchen Porter
Uniform



WORKING FOR
MITIE

WE ARE ONE MITIE

- We work together to achieve the best for our clients and for Mitie
- We share best practice, knowledge and information
- We work as one team
- We help each other to win for Mitie



WE ARE BUILT ON INTEGRITY AND TRUST

- We do what we say we're going to
- We lead by example
- We treat Mitie's money as if it is our own
- We are consistent and transparent in what we do

Engender

WE GO THE EXTRA MILE

- We take ownership of any enquiry and see it through until the end
- We deliver the 'Wow-factor'
- We take pride in what we do
- We continually look for ways to deliver a better service for our clients



CULTURE · HERITAGE ·
ORIGIN · RACE · DIVERSITY

OUR DIVERSITY MAKES US STRONGER

- We treat all colleagues with respect
- We help break down barriers
- We celebrate diversity
- We use other people's insight, skills and behaviours to make us better at what we do

Proud
to be

OUR CUSTOMERS' BUSINESS IS OUR BUSINESS

- We are ambassadors for our client as well as for Mitie
- We share in our clients' successes
- We seek to exceed our customers' expectations
- We work to resolve issues
- We build long term relationships with our clients
- We understand what is important to our clients

We're all about developing our people to be the best that they can be, ensuring we excel at service delivery and exceeding our customers' expectations.



Licence to Operate

Develop an industry leading onboarding experience for employees which continues to develop and provide the learning needed for the job



Licence to Lead

Development for all leaders and managers in Mitie, which improves capability and encourages the honest conversation



Apprenticeships

Utilising the levy to provide development which drives productivity and growth and makes us one of the best apprenticeship employers in the UK



Academy Frameworks

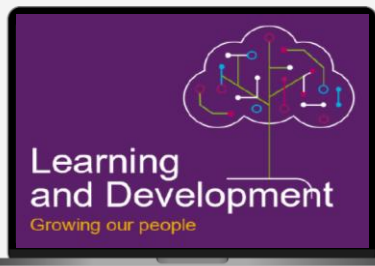
Create a world class approach to developing our people – E.g. Sales and account management



Talent Development

Developing talent across our business and ensuring our HiPo's reach their full potential

Governance – Process – Digital – Self directed choice – Seamless execution



The **Learning Hub** is Mitie's online learning system which is available to all of our people anytime, from any smart phone, tablet or computer.

It has **over 200 online courses**, ranging from customer communication to HR- specific learning courses.

We also focus heavily on offering **apprenticeship opportunities**, regardless of age and academic background and have created a bespoke leadership course to include Franklin Covey content.

We utilise the 9-box grid and the JDI model (judgement, drive and influence) to identify **our high performers** and to help us **succession plan**.

REWARD & RECOGNITION



Save As You Earn and Share Incentive Plan

We offer share schemes to all our people that give them the opportunity to purchase Mitie shares at a discount.



An bi-annual Cycle to Work scheme offering savings and the ability to repay monthly



Mitie Stars - Our employee recognition scheme where leadership, colleagues and clients can nominate our people for living our values.

Monthly prizes of up to £250 are awarded.

An annual celebration event each December see's top cash winners invited to The Shard where they have a chance of winning one of three big awards:

£2,500, £5,000 and £10,000



Long Service Awards

Every December, our people who have received a 20, 30 or 40 year award are invited to The Shard to receive a personal thank you from our Executive Leadership Team. And, continuous service counts; your original start date will be used.



We have teamed up with Vodafone and Vauxhall to offer **discounts to all of our employees**



Mideals – Great employee discounts. Mideals offers discounts at over 875 retailers

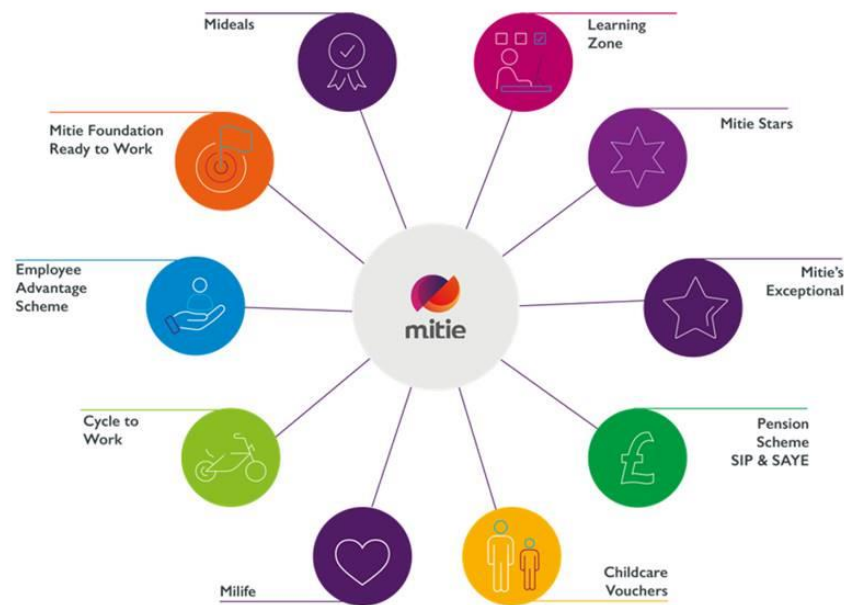


Year	Key Message	Award
1	One year ago you joined us & we're so glad you did!	E-card
5	You're a valued part of the family	Certificate & Badge
10	You've given us 10 great years; thank you so much	Certificate, Badge & Award
20	You've helped us become what we are today	Certificate, Badge & Day off
30	The big 3-0, thank you for your fantastic dedication	Certificate, Badge & £300
40	Wow, a mighty achievement: 40!	Certificate, Badge & £400
50	What a fantastic story. You're an epic member of the Mitie family!	Certificate, Badge & £500

Our people

A place to work where you can be your best every day, where you can flourish and thrive.

- ✓ Reward for great work
- ✓ Opportunities to progress
- ✓ Trust and respect
- ✓ Free to make decisions
- ✓ Employee Boards



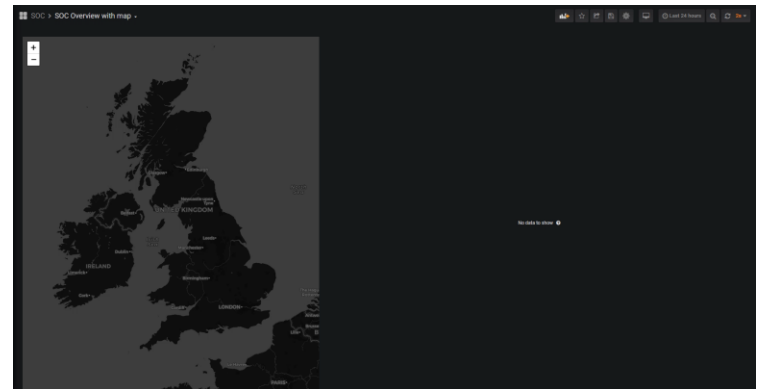


**INTRODUCING
NEW TECHNOLOGY**

SERVICE OPERATIONS CENTRE (SOC)

The Service Operating Centre (SOC) is a single point for customer requests, operations and engineering support & service management. The SOC fulfils the following functions:

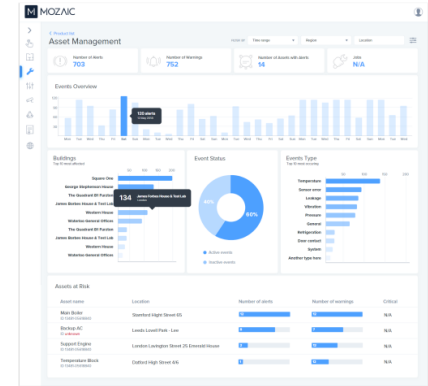
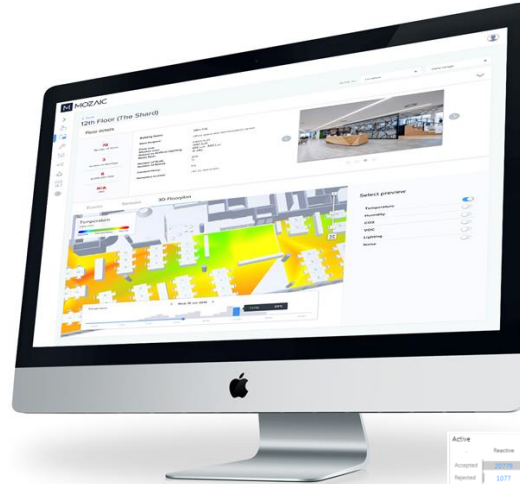
- Continually monitors and analyses data from multiple incoming systems (Sensors, BMS Systems etc.) to provide performance based alerts and insight.
- Identifies where the plant and environment is not performing to required standards.
- Takes action to resolve any identified issues before they become problems (first fix), representing a predictive maintenance regime.
- Escalates further actions to relevant Service Delivery Lines (if required).



Mozaic is Mitie's tool to visualise all the data we capture from all different sources to report and provide insight.

We aggregate data from multiple Mitie systems and display it in a transparent manner to show key statistics and performance of the overall contract.

- Single interface to visualise numerous aspects of your workspace performance
- Intuitive and dynamic visualisation to quickly identify what matters to you.
- Ability to add new insight through the integration of multiple data sources
- Data Analyst sat within the central team – share best practise











Mozaic – performance management

M MOZAIC

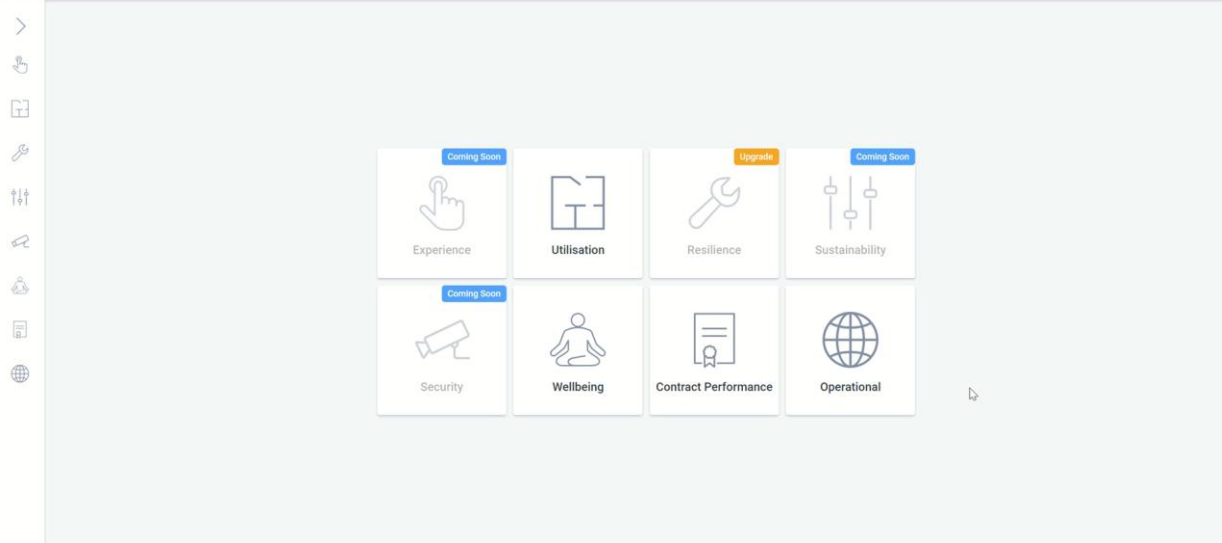


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<p>Coming Soon</p>  <p>Experience</p>	 <p>Utilisation</p>	<p>Upgrade</p>  <p>Resilience</p>	<p>Coming Soon</p>  <p>Sustainability</p>
<p>Coming Soon</p>  <p>Security</p>	 <p>Wellbeing</p>	 <p>Contract Performance</p>	 <p>Operational</p>

4

M MOZAIC



- Installation of sensors
- Monitoring via SOC
- Remote diagnostics & resolution
- Live data – guaranteed comfort conditions
- Trend analytics
- Wellbeing - defined comfort policy between 19°C and 23°C

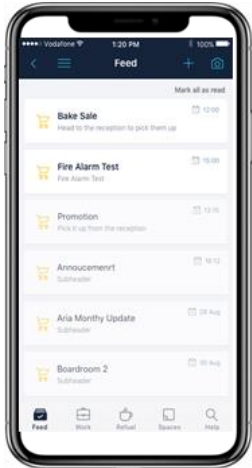
Evidence

As a result of implementing this for a global financial services client, they saw a 90% reduction in complaints related to workplace temperature and an 8% improvement in compliance to their comfort policy. A staff survey confirmed the teams in the affected workplace were very happy with the actions taken and were confident that their wellbeing was being taken seriously.



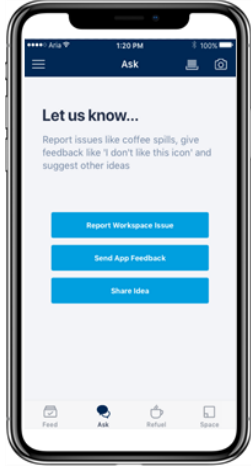
FEED

Personalized notifications - visitor arrival, parcel delivery, meeting room bookings



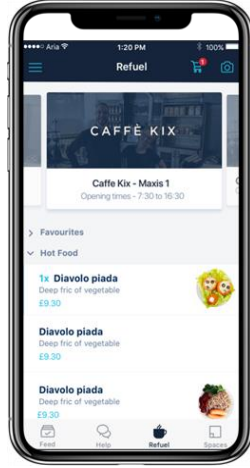
ASK

Here, users have the ability to ask questions, submit help requests and report incident



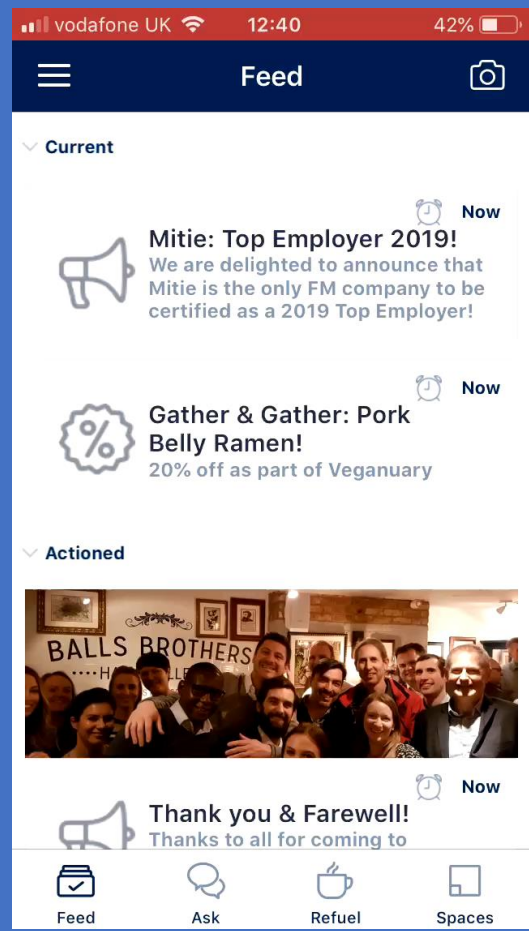
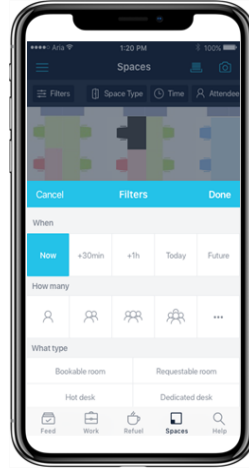
REFUEL

The ability to view, order and purchase food and drink, receive discounts and offers



SPACES

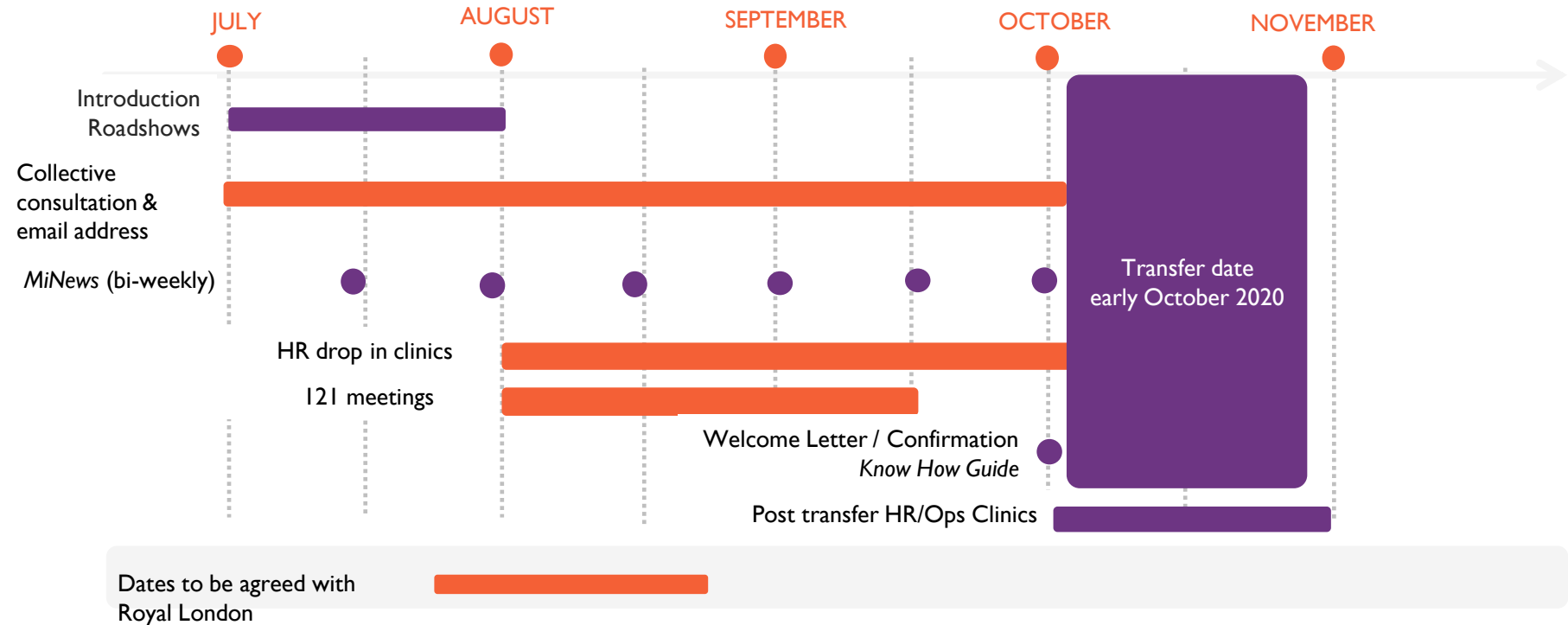
The ability to view and book meeting rooms, desks or car parking





WHAT TO EXPECT

ENGAGEMENT TIMELINE



A TUPE STORY: MEET TONY CHASE



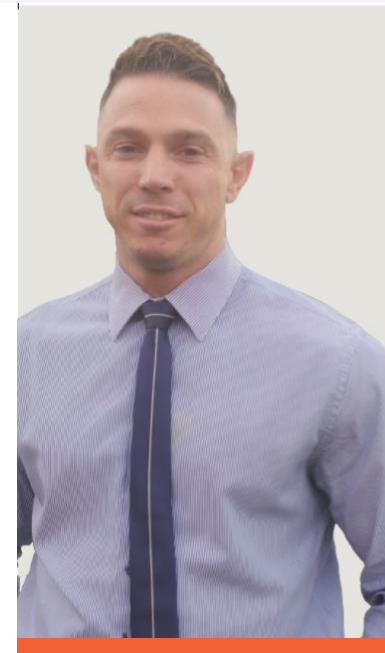
I transferred into Mitie, not knowing much about the company and had been working for another well-known provider.

I was working within Critical Engineering as an Operations Manager. Both my company and Mitie offered good opportunities, although I was happy working where I was and for the client at the time.

Of course, I had my doubts and I was full of questions and uncertainty. These were all answered and reassurance was given during the consultation interviews and period leading up to the “Go Live” date. The team, their knowledge and experience really put my mind at ease with the whole process.

I was welcomed into the company through the transition. Having spent 14 years in the Royal Navy as a Mechanical and Electrical Engineer, Mitie identified my values and transferable skillset. I was mentored by an experienced Account Manager, with the company ethos of “promote from within”.

I soon found myself on a Mitie Management Development Course and subsequently promoted to Account Manager. Four years on, I am now Head of Critical Engineering and Technical Assurance, which is a new and exciting challenge. However, I am certain that I will continue to develop and grow with the continued support, company values and ethos within which we work.



TONY CHASE

Head of Critical Engineering
& Technical Assurance,
Technical Facilities Management



WHAT HAPPENS NEXT?

We will:

- Continue to give you information about the transfer;
- Be available to answer any questions you may have;
- Issue our timetable of specific dates per site as soon as we have finalised this with Royal London.



We ask that you:

- Engage with us by attending meetings;
- Raise any concerns you have via ERF so we can be aware and try to help;
- Bring along your proof of Right to Work in the UK and recent proof of address (dated within 3 months) to your 1-2-1 meeting in order for us to get you set up on our payroll.



•
**ANY
QUESTIONS?**