

## Royal London mobilisation FAQs

We're really excited to have been awarded the contract with Royal London. Our contract will be to provide a wide range of FM Services to three locations across UK, namely Edinburgh, Wilmslow and London.

These FAQs are designed to provide you with the answers to the key questions you'll have during the mobilisation period. We'll continue to update this document throughout the mobilisation period. If you have a specific question not contained in this document, please contact your employee representative or HR Representative who will collate these and pass to Mitie.

### **TUPE and the Transfer**

#### **What does TUPE mean to me?**

TUPE stands for the Transfer of Undertakings (Protection of Employment) Regulations 2006. Essentially, you have the right to transfer to Mitie Limited, which must honour your existing terms and conditions of employment, as well as your continuity of service.

#### **Who will my employer be?**

Your employment will TUPE to Mitie Limited (a wholly owned subsidiary of Mitie Group plc).

#### **How will this change impact me?**

In terms of your day-to-day job, very little should change. However, you will be consulted with if there are any changes to your day-to-day role.

#### **When will the transfer take effect?**

Your employment is due to transfer to Mitie Limited on Saturday, 03 October 2020.

#### **Will I be issued with a new contract of employment?**

No, you will not be issued with a new contract of employment. Your current contract of employment will transfer across with you.

#### **What happens next?**

Mitie and your current employer are working together to ensure a smooth transfer of your employment. We are in the process of holding Welcome Presentations and following this we will hold one to one meetings (121s) with you to further discuss any issues that are personal to you. This will also allow us to check the information we have been provided regarding your employment for accuracy.

#### **What happens to the length of service that I have built up with my current employer?**

The length of service you have built up with your current employer will transfer. Mitie will therefore recognise your original start date and will use it whenever we need to calculate your overall length of service. It's what we call your "continuous service date".

#### **Should I report to work as usual after the transfer?**

Yes, absolutely. It is very much business as usual.

#### **What if I am not at work on the transfer date?**

If you are not scheduled to work on the date of transfer, then you don't need to attend. Just come in as normal on your first working day after that date. Your employment will still transfer, as will your existing terms and conditions and continuity of service. If you are scheduled to work on the transfer date but you are unable to attend work, you must contact your line manager to let them know why you can't attend. It is important you do this to ensure they know you have transferred and that you have not decided to opt out of the transfer.

### **What will happen if I am on maternity, adoption, paternity, or parental leave on the transfer date?**

You will transfer to Mitie Limited whilst remaining entitled to this leave and any applicable payments, in line with your current terms and conditions of employment. Your current employer will provide relevant correspondence (e.g. your MATBI form for maternity leave) of your entitlements in this respect. It is important that you respond to our communication whilst on leave as we still need to complete your 121 meeting to allow us to onboard you to our payroll system.

### **What happens if I don't want to work for Mitie?**

We really hope that this won't be the case. However, you have the right to object to the transfer of your employment to Mitie Limited. You need to be aware that if you decide you do not want to transfer, you will effectively be resigning voluntarily from your position immediately before the transfer date. As such you will not be entitled to a redundancy payment, notice pay or any other severance payment.

### **Is there a deadline for employees to decide whether they want to transfer to Mitie as part of the TUPE process?**

Yes, you can object right up until midnight on 02 October into 03 October 2020. We hope that you choose to join Mitie, however if you are considering objecting please feel free to speak to either your current employer or a Mitie HR representative.

### **Is it possible to move to a Mitie contract when we transfer? Is it an option?**

You will not be issued with a new Mitie contract at the point of transfer as your current contractual terms are protected under TUPE regulations. If you were to take a new role within Mitie, at a later date, this would be based on a Mitie contract, we would however, continue to honour your continuous service start date.

### **I am member of a trade union – should I speak with them?**

We have been made aware that there is no recognition agreement in place, so there is no requirement for Mitie to consult with them. However, if you are a member of a Trade Union you are entitled to bring them with you to your consultation meetings.

### **I have further questions that are not answered, what should I do?**

You can now contact Mitie directly with any questions or queries that you may have about the transfer by emailing [ask@mitie.com](mailto:ask@mitie.com). We have also set up a dedicated webpage for you where you can access all the FAQ's, newsletters, updates on the mobilisation and our Welcome booklet which will give you lots more information about the transfer and working for Mitie. Please visit [www.mitie.com/royallondon](http://www.mitie.com/royallondon). You can raise questions during your 121 meeting and you can still raise any questions with your current employers' representative who will continue to pass these queries to Mitie.

### **Are Mitie planning on bring their own employees on to the contract and letting some of the current employees go?**

No, there is no intention to replace transferring employees with Mitie people. Where vacancies arise, we will recruit for these vacancies in line with normal Mitie recruitment processes.

### **Can an address be provided for Mitie Head Office?**

Mitie, Level 12, The Shard, 32 London Bridge Street, London SE1 9SG

## Consultation and I2Is

### **Will I need to complete forms and confirm my details?**

We do have some forms that we need you to fill in to be able to put you on our payroll system. We will need you to bring relevant ID with you so that we can establish your right to work in the UK. We will also require you to provide an active personal email address and your bank details. This is necessary to set you up and pay you via our payroll system.

### **What Documents do I need to bring with me to my I2I?**

We will need to confirm the following pieces of information with you during your I2Is. Please ensure you bring the required documents with you as indicated below.

Personal Email, Home Address, Telephone number, National Insurance Number, Bank Details and Right to Work documents. Please see the below list of documents required to confirm your RTW in the UK;

#### **Right to Work (RTW) Documents for British Nationals**

- Passport **or**
- Birth/Adoption Certificate (**full or short version**) & Proof of National Insurance (a pay slip can be used for this purpose)

#### **RTW Documents for EEA & Swiss Nationals**

- Passport **or**
- National Identity Card (front & back) **or**
- Confirmation of status under the EU settlement scheme (this will be verified online by RTW team)

#### **RTW Documents for Nationals outside of EEA**

- **Current** passport containing visa/residence document and visa/residence document **or**
- Biometric Residence Permit/Card (front & back) **or**
- Certificate of Application or letter from Home Office confirming there is an application for RTW with the Home Office (this must be verified by Mitie's RTW team)
- Non-EEA Students must provide a letter from their college or university on headed paper confirming the course and term dates. This is in addition to their visa/residence document

#### **Evidence for a Change of name (to support a RTW document provided in different name being used)**

- Marriage certificate
- Change of name by deed poll
- Statutory declaration
- Divorce decree

#### **What is not acceptable as evidence of RTW?**

- Driving licence (does not prove RTW but can be accepted as proof of address)
- Visa/residence document in an **expired** passport
- Travel Document (If this is provided the candidate may also have a Biometric Residence Permit)

#### **Proof of Address (must be dated within 3 months of start or consultation date)**

- |                                 |                                     |
|---------------------------------|-------------------------------------|
| • Current DVLA Driving Licence  | • Bank statement or letter          |
| • Utility Bill                  | • Letter from Government Dept       |
| • Letter from Doctor or Dentist | • Letter from legal registered body |

### **Will I have a 121 meeting if I am Long Term Sick or on Maternity/Paternity Leave?**

Yes, where your current employer has confirmed to us who is Long Term Sick or on Maternity/Paternity Leave, we will write to those individuals and invite you to either a face to face or over the phone 121 meeting. It is important that you respond to our communication whilst on leave as we still need to complete your 121 meeting to allow us to onboard you to our payroll system.

## **Benefits**

### **What happens to all my benefits?**

Mitie have reviewed the information received from your current employer. Your contractual terms and conditions will transfer. If you have a benefit that we are unable to provide, then this will be discussed further during the consultation process to understand how we can minimise any impact on you.

### **Will we qualify for the long service awards?**

Yes, if you reach a milestone year while working for Mitie then you will be eligible for our Long Service Award scheme. Even if the bulk of your service was prior to you transferring under TUPE to Mitie, your original start date will transfer. We call this your “continuous start date”.

### **How long have Mitie had a reward scheme (Mitie Stars) in place?**

Our Mitie Stars scheme has been running in excess of 12 years, we continually review and update its format.

### **Can you please confirm what benefits are available and any eligibility criteria for Mitie Choices?**

Full details of all of the benefits available in Mitie will be available in the Welcome Booklet which you will receive during your 121. All Salaried employees are eligible for the Choices Benefits.

### **When will transferring employees be able to access the Cycle to work scheme?**

Employees will be able to access the cycle to work scheme during the opening windows, further information around this will be available in your welcome booklet that will be issued at your 121.

### **I understand that Mitie offer their employees the opportunity to participate in a Share Incentive Plan (SIP) and a Save As You Earn (SAYE) scheme. Will Royal London employees who TUPE over be eligible to participate in these share schemes at the earliest opportunity?**

Yes, once your investment code has been created (this takes approx. 3 months) you will be able to apply at any time in the year to join the Savings Incentive Plan (SIP). The Save As You Earn (SAYE) Scheme is only open for applications during the annual enrolment period, this is usually in July.

## **Pensions**

### **What about my pension?**

Pension schemes may vary between individuals. As such, we will discuss pension rights with you during the consultation process to ensure that you are clear what will happen.

### **When will my pension contributions begin?**

Pension contributions will be deducted from the first payroll after transfer.

## **Holiday**

### **What will happen to my holiday entitlement?**

Your current holiday entitlement will transfer.

### **What will happen to my pre-booked holiday?**

Your current employer will provide Mitie with notice of these holidays and these will be honoured. It would also be helpful if you discuss this during your 121 consultation. For new holiday bookings, we will provide further detail on how to do so via Mitie's systems.

### **We can book in our holidays for the next year at present, can we do the same with Mitie?**

We would look to follow local process for advance holiday booking i.e. subject to manager approval.

## **Pay**

### **If I do not have a smartphone or a computer, can I receive a paper payslip?**

We do not provide paper payslips. As a major employer in the UK, we take our commitment to sustainability seriously. Access to online payslips enables us to reduce our carbon footprint and provides a safer and secure delivery method with the ability to view your payslip from the day before payday. The online payslip solution is a secure portal and you will receive your personalised, individual log in details and a step-by-step user guide on how to access the site. If you do not have access to the internet, please speak to your line manager who will endeavour to support you with this.

## **Uniform**

### **Can you confirm how a new uniform will look like?**

Images have been uploaded to the webpage [www.mitie.com/royallondon](http://www.mitie.com/royallondon).

### **When will I receive a new uniform?**

Any new uniform will be issued during the week before transfer.

### **When confirming uniform sizes, can you provide examples so that we order the right size?**

Under normal circumstances we would arrange for sample sizes to be provided on all sites for people to try. Unfortunately, due to COVID-19 we are unable to do this. This will be discussed further during your 121 meeting.

### **Are all employees expected to wear a uniform?**

If you do not currently wear a uniform, then you will not be expected to wear one going forward. Employees not in uniform will be expected to meet standard business dress requirements. This will be discussed further during your 121 meeting.

## **Operations & Workstreams**

### **Who will we report in to? Will there be any changes to management/ reporting lines?**

If your line manager is transferring across to Mitie, then you will see no change in reporting line. If there needs to be a change in line management then Mitie will discuss this with you at your 121 meeting.

### **Will we receive new ID's?**

Yes, we will organise replacements during the mobilisation period.

### **Will we receive the Mitie lanyards? If so when?**

Yes, these will be provided in the Goody Bags you will receive on your first day.

**How will training be delivered post transfer to Mitie? We currently do some training on site with other courses being provided externally.**

Mitie has an online training portfolio called Learning Hub. Once employees have transferred, they will be granted access to Learning Hub where they can find in excess of 200 online training courses. Employees can also register interest in classroom-based training courses if they so wish.

**Will I be moved around other Mitie sites to do jobs?**

We would expect you to deliver Project works in the same way that you do now. If there is insufficient works on site, then we'd look to ask you to support other Royal London sites or contracts locally.

**Mitie**

**Mitie is a company which seems to go through a lot of changes, growth, new contract awards each year, etc. Do you have enough resource to support these changes?**

Yes. Mitie is in a great position and we are adaptable to change. Winning new contracts forms part of our everyday business. When we win a contract, the employees TUPE transfer across so the resource is already there. If we need additional resource, then we have a skilled team of in-house recruiters who find us the best candidates.