



# MiNews

Issue 3 – Week ending 14 August 2020

## COUNTDOWN: 7 WEEKS TO “GO LIVE”

### Meet the Mitie Tigers: here to support the mobilisation

Welcome to MiNews, Issue 3! With seven weeks until Go Live, we're making great progress with our mobilisation plans. To further support you, we have provided each location with a Tiger to support the mobilisation. They are here to make Mitie accessible to you throughout this process and will be able to give you support for any questions or requests you may have. They will work with you at an operational level, helping us to understand how the service is delivered. At the same time, they will be able to respond quickly with any information and support you need. They're here to help with your journey.



**Calum Brown, Mitie**  
Site Lead - Edinburgh

**Calum Brown** spent 16 years working as a Facilities Manager which saw him in charge of FM services for many clients throughout the UK. During this time, Calum has TUPE transferred twice. Joining Mitie in 2019, he has served as Mobilisation Site Lead for two large contract mobilisations which included large TUPE transfers. Calum has a wealth of experience to share relating to the process you are all experiencing and can guide and support you.



**Martin Crowley, Mitie**  
Site Lead - Wilmslow

**Martin Crowley** joined Mitie in 2013 as a Helpdesk operative on PFI contracts. Through Mitie training, development and opportunities to progress, he has transitioned into Operations becoming a Facilities Manager for a PFI school. He joins the team with a wealth of FM service delivery experience and will be a point of contact for our colleagues in Wilmslow and will ensure that this transition goes smoothly.



**Peter Henderson, Mitie**  
Site Lead - London

**Peter Henderson** joined Mitie in 2014 through a TUPE process as a Reception Manager. Peter now works on one of Mitie's key contracts as a Client Services Manager and has also assisted with other mobilisations. Peter brings with him exceptional workplace Concierge and Front of House experience and will be supporting our teams across the UK as we work towards developing the workplace concierge service. Having undergone TUPE himself, Peter is prepared to assist you with your journey.

## Continuing: I2I Consultations

Thank you to everyone who has attended their I2I meeting so far. We've loved getting to know you and starting to develop personal relationships with you. These meetings, which will continue over the coming weeks, have been really beneficial to us and we appreciate the time you've taken to meet with us and share information.

The I2I consultations 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 specific questions pertaining only 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. A list of these documents can be found on page 3.

During this meeting, you will receive the Welcome Booklet which can also be found on [www.mitie.com/royallondon](http://www.mitie.com/royallondon).

## HR Drop In Clinic Schedule

We appreciate that you may still have questions after your I2I meeting or would like to chat with us further. If so, then please come and visit us at one of the HR Drop In Clinics where you can speak to us personally. These sessions are available to everyone, so please come along and have a chat with us. If you can't attend in person, you can arrange a virtual appointment by emailing us at [ask@mitie.com](mailto:ask@mitie.com).

### **Edinburgh: Room HR.GR 2 & 3**

Wednesday 16<sup>th</sup> September 2020 - 11am – 1pm

Tuesday 6<sup>th</sup> October 2020 - 11am – 1pm

### **Wilmslow: - Room RLH F3 RM54 & RM55**

Wednesday 16<sup>th</sup> September 2020 – 1pm – 3pm

Tuesday 6<sup>th</sup> October 2020 - 11am – 1pm

### **London: Room 4.1**

Wednesday 16<sup>th</sup> September 2020 - 11am – 1pm

Tuesday 6<sup>th</sup> October 2020 - 11am – 1pm

## What happens next?

We continue to enjoy meeting you at the Welcome Roadshows and the I2I consultations.

If you still need more information, you can visit us at the HR Drop In Clinic on your site. Please check in with your Line Manager to get permission to come.

Once we have the HR requirements covered, we'll offer you the chance to meet our Mitie service line representatives. Drop In meetings will be offered in September. This is your chance to meet our professional leads in your service line.

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

Got a question?

Send to:

[ask@mitie.com](mailto:ask@mitie.com)

# Getting Ready: Right to Work Documents

**You will need to provide us with specific documents during the 121 meetings so we can get you onboard. Here's the list to get you started!**

## **What Documents do I need to bring with me to my 121 consultation?**

We will need to confirm the following pieces of information with you during your 121 meeting, so please ensure you bring the required documents with you:

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

### **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

Got a question? Send to:

[ask@mitie.com](mailto:ask@mitie.com)

# Coming Soon: Workspace Enhancements

As part of our contract with Royal London, a lot of exciting, new innovations and technology will be introduced. Over the next few weeks, we'll focus on some of these to give you more information on the great things that will happen.

## Launch of The Helpdesk



Along with all the different services that we're delivering, we'll be introducing a new central Helpdesk. This will be accessible via telephone, email, portal and our new Aria app (more information to come).

As of 03 October, the Helpdesk will operate at Royal London and each site will be able to report maintenance issues and urgent faults. The dedicated Helpdesk is available 24/7/365 and will be based in Manchester, serving Royal London.

The Helpdesk will be the first contact for all our maintenance, cleaning, catering, security and workplace customer requests. It will provide a 24/7/365 robust service that will support you in carrying out your duties and planned maintenance activities. This system will allow a triage of work to ensure quick responses with an aim of getting it right the first time!

The Helpdesk will be a key focus for our team to ensure that we create positive experiences for our customers.



**COMING SOON**

**Royal London Helpdesk**

[www.RLworkplace.helpdesk@mitie.com](mailto:www.RLworkplace.helpdesk@mitie.com)

Launching on

**03 October 2020**

Need Information? Go to:  
[www.mitie.com/royallondon](http://www.mitie.com/royallondon)

Got a question? Send to:  
[ask@mitie.com](mailto:ask@mitie.com)

# Getting to know Mitie: Diversity and Inclusion

Our diversity makes us stronger.

Our strategy is to create, embrace and promote an inclusive culture where people are proud to be a part of Mitie.

Our strategy is built on our belief that our people are what makes our organisation exceptional. Our people come from a wide range of cultures and bring with them an array of experiences, skills insights and expertise.

We're very proud of the rich and diverse culture and backgrounds of our people. Everyone at Mitie has a voice and is treated as an equal.

To find out more about Mitie's culture, visit [www.mitie.com/about-mitie/culture/](http://www.mitie.com/about-mitie/culture/)

To find out more about our workstreams, visit <https://www.welcometomitie.com/>

We're proud to be recognised as one of the UK's Top 50 inclusive employers

Our employee diversity networks cover Age, Sexuality, Gender and Race and are open to all



## 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've also established a dedicated email address for your questions: [ask@mitie.com](mailto:ask@mitie.com).

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.