



MiNews

Issue 8 – week ending 16th October 2020

A successful Lift-Off for Go-Live!

WE ARE LIVE!

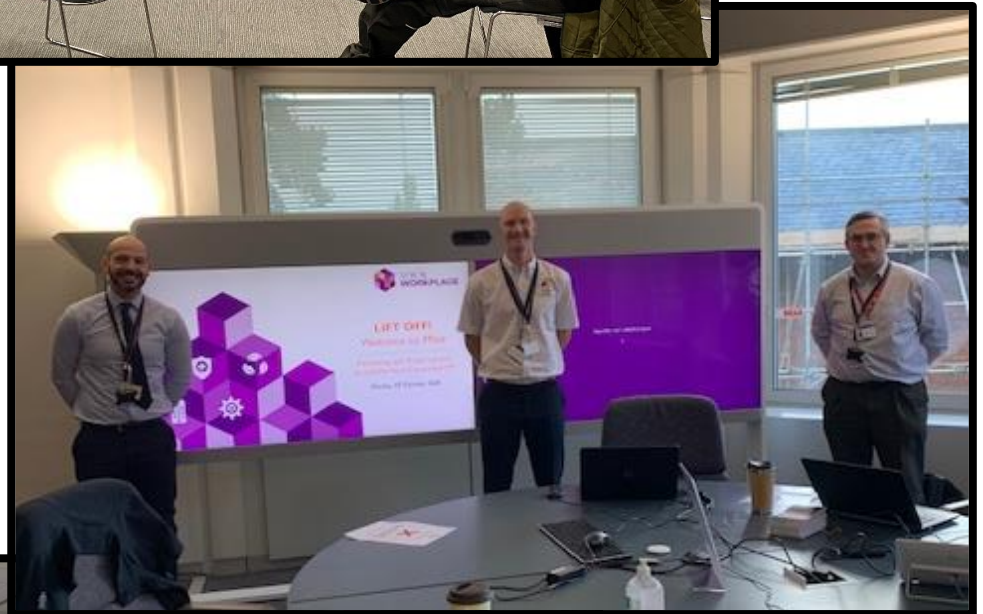
During the past three months, we've all joined together and worked very hard to accomplish a successful contract Go-Live. This is the first contract to be mobilised almost virtually which is a great achievement for us all. Our recent Lift-Off meetings gave us the opportunity to celebrate the launch of our exciting new *Your Workplace* team. We're proud of the foundations we've now built to become a successful Facilities Management team.

Thank you and welcome on board!



We really enjoyed meeting you!

It was great to welcome you all to our team on Monday, 5th October! The efforts of the past three months paid off as we celebrated “Go-Live!” If you still have questions, please see a Mitie site lead or email us at ask@mitie.com.



Look what we've launched!

Royal London Helpdesk

Report Maintenance Issues and Urgent Faults

tel: 03330 155382 or email: RLworkplace.helpdesk@mitie.com

New Uniforms with *Your Workplace* brand

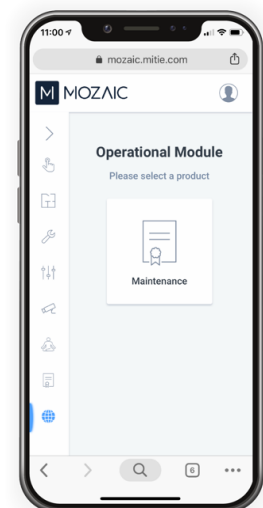
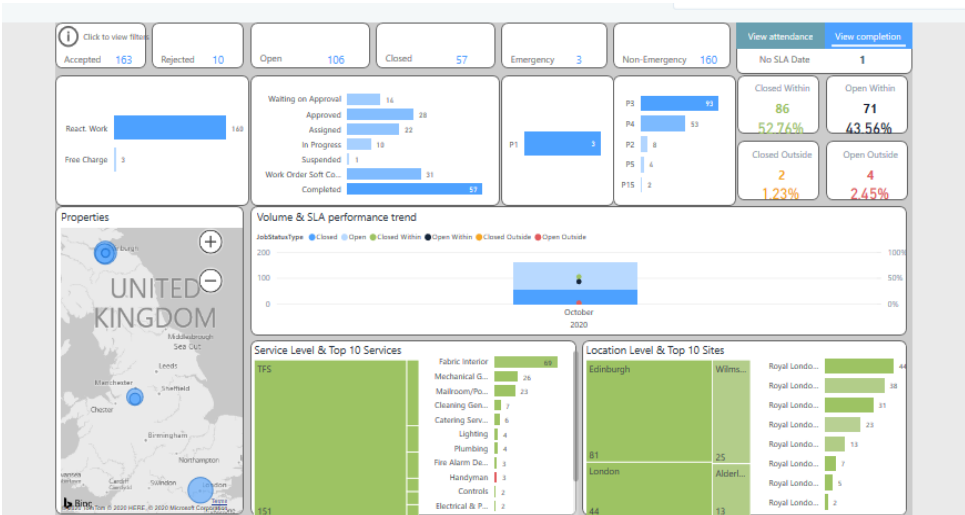
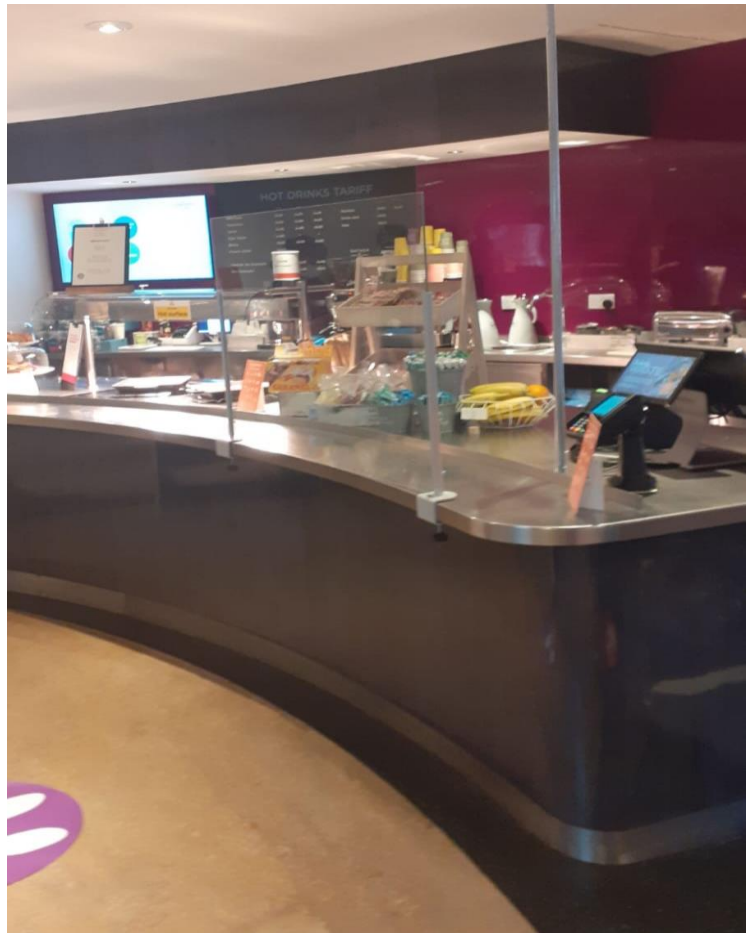
By now, you should all have new uniforms...and we think you look great! Please contact a site lead if you are having any issues.



Look what we've launched!

Catering Updates

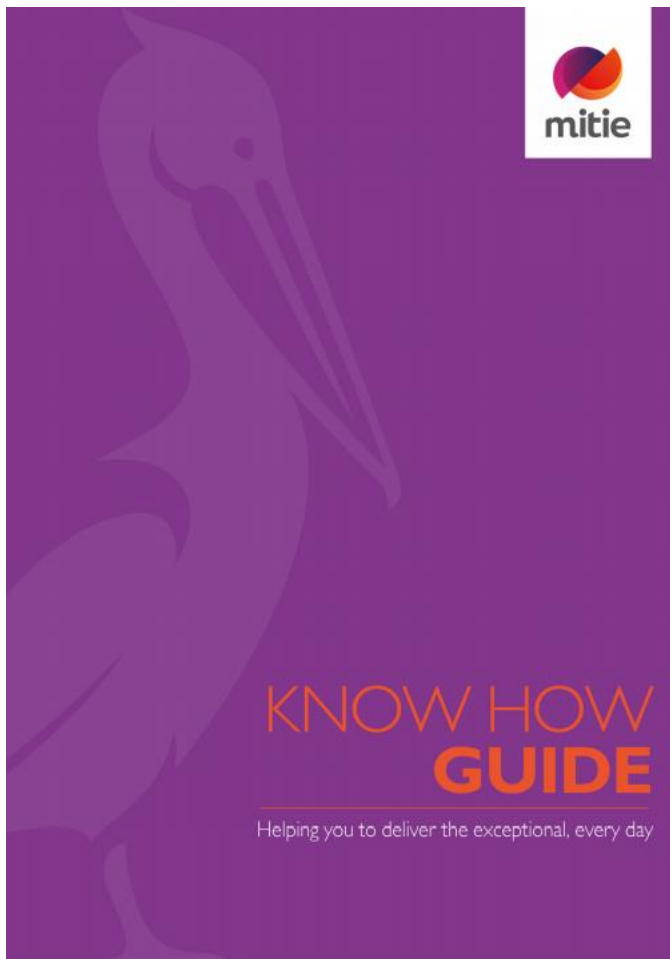
Your restaurants have a whole new look and feel! The Edinburgh restaurant is now open and has been completely rebranded. In addition to some exciting new menu options, new barista-style coffee selections are now available for your enjoyment. And things just got a bit easier: Pre-order food, pay and access menus in the restaurants with **Boxed** app.



PDA Launch

All engineers now receive jobs (Reactive & PPM) via their PDAs. They can now manage their own workload, adhering to the target start and finish dates, take before and after pictures of their work and add comments to provide better Management Information instantly to Royal London.

Your Know How Guide



On Saturday, 03 October, we sent you an email that had the *Know How Guide* attached. This is full of information to help you navigate the first few weeks as a new employee with Mitie. It contains valuable information about Mitie, the contract, our processes and workstreams.

You can also find the *Know How Guide* on your employee website.

www.mitie.com/royallondon

Have you visited the website?

www.mitie.com/royallondon

Here's what you can find!

- Know How Guide
- Customer Charter
- Code of Conduct
- Message from Mitie CEO
- Welcome Booklet
- Engagement Presentation
- Frequently Asked Questions
- New Uniform Presentation
- MiNews – all editions
- More info about Mitie

Still have questions?

We hope that we've given you all the information you need during this process but appreciate you may still have questions.

Please speak to one of our on-site team or email your questions to ask@mitie.com.