



# INTRODUCTION TO MITIE

Partnering with Royal London  
to Provide  
Next Generation FM

1 July 2020



# AGENDA



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- 02 Working in Partnership with Royal London
- 03 About Mitie
- 04 Working for Mitie
- 05 TUPE
- 06 What to expect
- 07 Q&A



# WHY WE'RE HERE TODAY



To tell you more about working in partnership with Royal London



To introduce you to Mitie and let you know what you can expect from us as an employer



To explain TUPE, what it means for you and how we'll engage with you



To answer your questions



Working in Partnership with  
**Royal London**

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

**The Basics** – This is a five-year partnership which starts in early October 2020.

**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

# WHAT DOES THIS PARTNERSHIP COVER?

Mitie will be providing FM Services to Royal London, which includes:

- **Maintenance & Repairs** 
- **Cleaning** 
- **Catering** 
- **Security** 
- **Reception** 

- **Workplace Services** 
- **Helpdesk** 
- **Connected Workspace** 
- **Remote Operating Solutions** 



**YOUR  
WORKPLACE**

# BASIS OF THE PARTNERSHIP



Aligned approach and focus on people, career development and equal opportunity



Clear focus on customer service excellence through a concierge style approach



Innovative technology including Aria, performance reporting, Connected Workspace and Service Operations Centre solutions



A clear understanding of, and alignment with, Royal London's culture



Commitment to continual improvement and targeting market recognised accreditations (ex: Hospitality Assured)



Supporting Royal London's sustainability strategy including guaranteed utilities savings across the life of the partnership

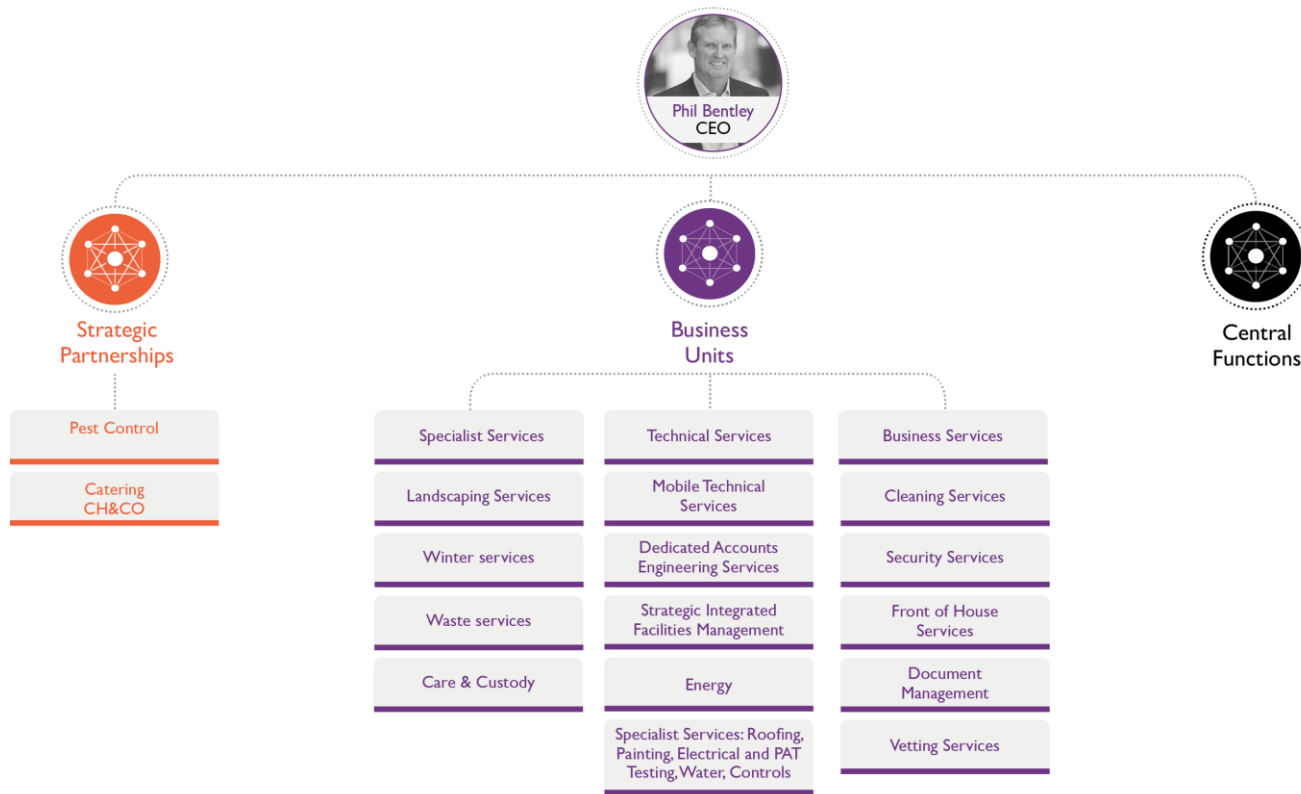




ABOUT  
MITIE



# OUR STRUCTURE



Mitie is one of the UK's leading Facilities Management companies **employing over 52,500 people**



Our expertise, care, technology and insights create amazing work environments, helping our customers be **exceptional every day.**

# MITIE AT A GLANCE



We clean an estimated **20 million square feet** each day – that's about 225 football pitches



**2.5 million** assets looked after for our customers



**85,000** waste services delivered per month



We handle over **5,000 out-of-hours** security calls every month



**300,000** gritting visits completed in a year



**Winner of the Best Use of Technology Award** at the 2018 Restaurant & Innovator Awards



We serve **3.8m patient meals** each year



Over **130 years of combined security expertise** with a unique mix of experience from police, military and consultancy backgrounds



Connected Workspace can provide a **10-20% reduction** in reactive maintenance costs through remote asset monitoring



**202,000 lights changed** from our top 6 projects & saved 35 million KWH for our customers



Winner of The Institute of Customer Service UK **Customer Satisfaction Awards 2017**



**UK number 1** aviation screening provider

# SOME OF OUR CLIENTS INCLUDE



Heathrow

amazon



Deloitte.



Home Office

LinkedIn



pwc

RBS



Rolls-Royce

Sainsbury's

NHS



Transport for London



vodafone



Sellafield Ltd

sky

TESCO

JLL



WORKING FOR  
**MITIE**

You're joining the thousands of other Mitie employees who have come into the business via a TUPE transfer of their employment. Mitie wins new contracts every month and so we're real experts at welcoming new employees to our company under the TUPE Regulations.

## Our people are our biggest asset. The proof?

- A 12% increase in engagement from 2018 (engagement score of 45%)
- We're proud to be a recognised Top Employer (no. 14 in 2018 / no. 6 in 2019)
- Named as one of the UK's top 50 inclusive employers
- A market leading employee reward offering
- A recognition scheme offering cash awards for demonstrating our values
- A focus on social value giving employees volunteering days to give back to society

We are **one Mitie**  
We are built on **integrity and trust**  
We go the **extra mile**  
Our **diversity** makes us stronger  
Our **customers' business**, is our business



## 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.

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



Engender



Proud to be

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

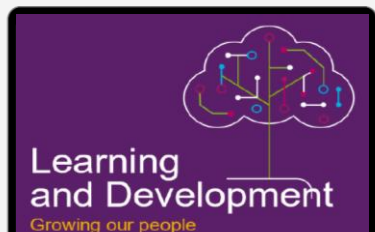
Create a world class approach to developing our people – E.g. Sales and account management



### 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





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**TUPE**  
**THE TRANSFER**  
**OF UNDERTAKINGS**

## The Transfer of Undertakings (Protection of Employment) Regulations 2006 and 2014

### What is the purpose of TUPE?

The regulations preserve employees' contractual terms and conditions when a business, undertaking (or part of one) or service is transferred to a new employer.

### Who transfers?

Individuals are "in scope" for TUPE if their role is wholly or mainly connected with the activity transferring.

### What are the Key rights for those employees eligible to TUPE transfer?

- Automatic transfer of employment, which means Mitie will honour your terms and conditions and continuity of service
- Information and consultation – outgoing and incoming employer have an obligation to inform and consult with employees
- Mitie is committed to complying with TUPE and any associated legislation

**In short, TUPE is the process that an employer is legally obliged to follow to transfer your employment and contractual terms and conditions across to them from your current employer. In this case, from Royal London to Mitie.**

We appreciate that you may not have been through this process before, so we pride ourselves in going that extra mile for our TUPE transferring employees to ensure that they feel valued, informed and heard during this time.

We can assure you that we are very well versed in TUPE Legislation and the practical application of TUPE, so you are in good hands.



# WHAT DOES IT MEAN FOR ME?

## What will change?

### Your employer

Your employment will transfer to Mitie in early October 2020

### Your pay period/ pay frequency/ pay date

We'll confirm any impact to your pay date as soon as we have more information from Royal London

### Full operation under Mitie's policies & procedures

The Mitie employee handbook and policies will apply

## What will remain the same?

### Your contract of employment

You won't be issued with a new contract of employment but you will receive a Welcome Letter confirming your employment particulars

### Your continuous service

Your original start date will be maintained

### Enhanced contractual benefits

If you have enhanced contractual benefits these will be honoured. You will receive correspondence on any new providers and changes

## What are Intended Measures?

Intended measures are proposed changes that Mitie will make following the transfer.

## At this stage, we envisage that Mitie will take the following measures in relation to the affected team members:

- The Mitie Employee Handbook will apply to any transferring employees from the transfer date;
- All team members will follow the Mitie holiday year which is 1st April – 31st March.
- All team members will follow the annual salary review process, which is in April each year.
- Any contractual entitlement to Company Sick Pay will be based on a 12-month rolling year.

**All of these will be discussed in greater detail during consultations.**





# WHAT TO EXPECT

# OUR APPROACH & EXPERTISE



A dedicated and experienced HR Team who are experts in the TUPE process and work hand in hand to deliver a seamless transfer process to oversee all people activity

We're working in partnership with Royal London to deliver a smooth transition for you and to limit impact on BAU

Dedicated support channels – please direct all questions through the ERF at this stage and we will work in partnership to respond to you ASAP in a joined up manner

Tailored methods of communication and engagement – Bespoke welcome booklets will be available at your 121s and regular transfer updates will be issued via newsletters

Availability throughout whole transfer and beyond; collective consultation, 121s and Mitie HR drop in clinic dates to be shared shortly once dates agreed with Royal London

**Significant TUPE experience, recently delivered:**



# OUR APPROACH & EXPERTISE

## Contact the incumbent supplier

At the start of the mobilisation phase we:

- Look to partner the incumbent supplier to agree a joint approach to consultation, including;
- Early access to detailed information on affected employees (ELI/TUPE info)
- Early access to engage employees as soon as possible after the incumbent has announced the change.
- Gaining any additional relevant information (trade unions, pensions etc.)

## Mobilisation management team

Our mobilisation management team work together to:

- Produce a mobilisation plan and bespoke welcome information for those transferring (welcome booklet, ongoing FAQs)
- Ensure we provide sufficient resource to conduct the process
- Liaise with internal departments to prepare for new starters

## Group presentations

We'll arrange group presentations/ roadshows with all affected employees, lead by Mitie Senior Managers. These will cover;

- Introduction to Mitie
- New Contract details
- Their legal rights
- Introduction to our team
- An overview of the TUPE process, from their perspective
- Answer any questions we are able to at that time

## I-to-I meetings

We'll arrange one-to-one meetings with each affected employee, these sessions are used to:

- Learn about their skills and abilities in more detail Establish any training requirements
- Answer any questions they may have
- Gain key information for uniform/equipment ordering

## Confirmation

We'll send a transfer letter and a confirmation of terms and conditions to each employee prior to the transfer date.

We'll include an employee pack containing pension and other employee benefit information

Finally, we'll request information required for new starters (such as details, next of kin, and home contact details).

## Inductions

We'll organise an induction day to welcome the new team. This will cover topics such as employment forms and questions, health and safety procedures, an operational overview and other training requirements during the first week.

Welcome bag for all transferring to include Mitie lanyard, pen and key information for new starters.

## Training

We'll develop a personalised training programme for each team member as appropriate, based on their skill level and job function.

The Training Manager will work with line managers to create these and deploy our Learning & Development Strategy.



# CONSULTATION TIMELINE



**July 2020 – welcome roadshows from Mitie to all transferring employees across all Royal London sites**



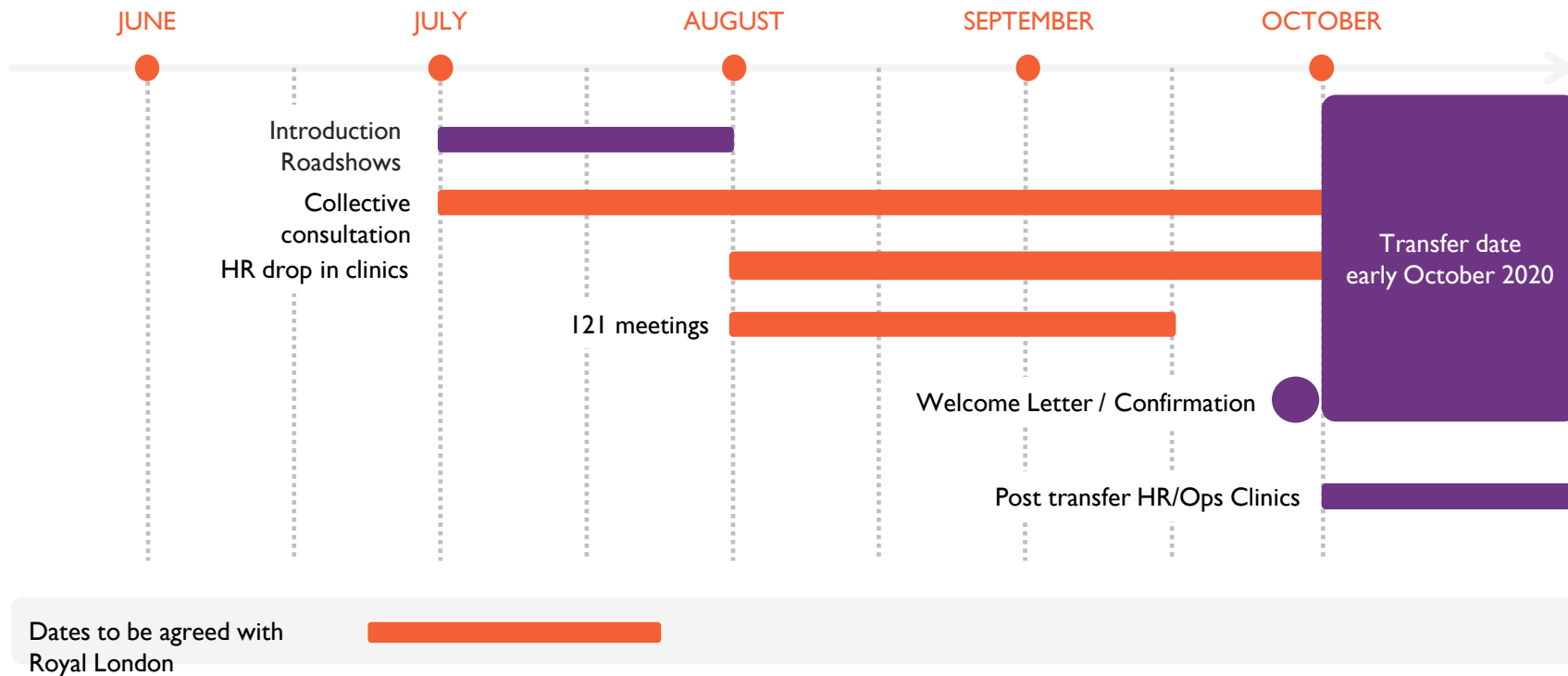
**Collective / individual consultations will continue up to the transfer date. This will include further discussions relating to any 'measures' that have been declared**



**All transferring employees will receive a follow-up individual consultation with Mitie:**

- Your opportunity to ask further questions and raise any concerns you may have with Mitie
- Review your employment data issued to Mitie by Royal London
- Gather important additional information e.g. bank details, right to work documents
- The schedule of individual consultations will be confirmed once this has been agreed with Royal London

# CONSULTATION TIMELINE



# 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.



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**ANY  
QUESTIONS?**