



# MiNews

Issue 4 – Week ending 28 August 2020

## COUNTDOWN: 5 WEEKS TO “GO LIVE”

### Meet the Project Management Officer: Shannon Holmes



**Shannon Holmes**

**Project Management Officer**

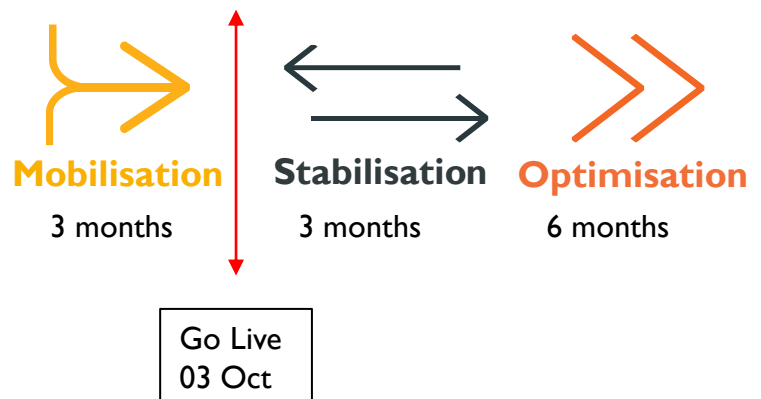
Welcome to MiNews, Issue 4 with five more weeks until Go Live!

We're on track with our mobilisation plans, thanks to the multi-tasking skills of Shannon Holmes, Project Management Officer (PMO). Shannon is responsible for ensuring a smooth transition for all of you getting ready to join our team. It's a big job providing leadership, planning, organisation and governance to enable the Project Team to meet targets. She works with all workstreams and account leads in coordinating and updating the project plan,

ensuring workstreams stay on track with task completion and supporting and facilitating where necessary. She also pulls together all reporting for the mobilisation period and presenting to the project team.

Shannon has worked for Mitie for the past eight years, transferring between departments in Engineering Services. Before becoming a PMO, she has held roles in Helpdesk, Finance, Systems and Operations, where she worked for various contracts as an Assistant Account Manager.

The transfer of a contract is a three-stage process which lasts for approximately 12 months, so expect to see Shannon continuing to manage us for three more months after Go Live, 03 Oct!



## NEW! Service Line Drop In Sessions

Here's your chance to speak to us and find out more about the great things we'll be delivering as part of this partnership! Our Service Line representatives will be available for you to meet on the following dates and can answer your questions. We look forward to meeting all of you. Please drop by for a chat!

### **Edinburgh: HR Room 3**

Wednesday 2<sup>nd</sup> September – 11am - 3pm

### **Wilmslow: Restaurant**

Tuesday 8<sup>th</sup> September – 11am - 3pm

### **London: Room 4.1**

Wednesday 9<sup>th</sup> September – 11am - 3pm

## HR Drop In Clinic Schedule

We appreciate that you may still have questions after your 121 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**

Tuesday 15<sup>th</sup> September 2020 – 10 am - 12 noon

Please note new date and time.

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

### **London: Room 4.3**

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

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

## What happens next?

If you still need more information, you can visit us at the HR Drop In Clinic or the Service Line Drop In Session on your site. Dates are published in this newsletter. Please check in with your Line Manager to get permission to attend.

Right to Work Documents are essential to getting you onboard. If you haven't provided all the required documents, please speak to your manager as soon as possible. The full list is on page 3.

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

**A few I2I meetings are yet to take place. You will need to provide us with specific documents during these 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 I2I consultation?**

We will need to confirm the following pieces of information with you during your I2I 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.

## A New Role: Meet the Workplace Concierge

In addition to all the new services we're delivering, we'll be introducing a new Workplace Concierge role. Our aim with these roles is to provide an enhanced level of customer support to our colleagues. The Concierge will be a key link, or "Go To" person, between reception, catering, cleaning and building services teams ensuring that our workspaces are always proactively available and supported.

The Workplace Concierge team will take full ownership of the working environment, carrying out daily building checks for ensuring exceptional customer service. The team will also manage and maintain the meeting rooms to ensure all audio visual, catering and other requirements are delivered and set-up as requested, providing a first fix service for audio visual troubleshooting. Should any guidance be needed for booking meeting rooms, the team will be on hand to offer assistance.

The Workplace Concierge team are here to provide support during your working day and will ensure Mitie delivers on their promise of delivering the exceptional, every day.



**Launching on 03 October: Royal London Helpdesk**  
[www.RLworkplace.helpdesk@mitie.com](mailto:www.RLworkplace.helpdesk@mitie.com)

# Getting to know Mitie: The Learning Hub

**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**.

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.

Learning Hub

# Learning Hub



## Have you visited the website?

[www.mitie.com/royallondon](http://www.mitie.com/royallondon)

### Here's what you can find!

- Message from Mitie CEO
- Welcome Booklet
- Engagement Presentation
- Frequently Asked Questions
- Right to Work Documents
- Drop In Dates
- New Uniform Presentation
- MiNews – all editions
- More info about Mitie

## 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.