

A large, stylized illustration of a bird, possibly a pelican, is rendered in a lighter shade of purple against the dark purple background. The bird is shown in profile, facing right, with its long beak pointing downwards and slightly to the right. Its wings and tail are also visible, though less detailed than the head and beak.

WELCOME TO MITIE

Partnering with Royal London

FOREWORD FROM PHIL

We are delighted to have been awarded the IFM contract for Royal London sites and equally delighted to be welcoming you all to Mitie, the UK's largest provider of Facilities Management Services.

I joined Mitie three and a half years ago as Chief Executive, and I am passionate about connecting with all our colleagues. "Nearest the Client; nearest the Front-Line" is what I care most about; ensuring that we put our people first; listen to their needs; and reward those that go the extra mile. Our Vision is to deliver 'the exceptional every day' and we can only achieve this with engaged colleagues who feel truly valued. That's why we promise to create a place to work where everyone can thrive and be their best every day.

As we start on this journey, I know that change can sometimes be unsettling. Don't worry; my team will provide you with all the information you need much of which is in this booklet. And if I can help, drop me a line at GrillPhil@mitie.com. I look forward to meeting you as I visit our operations.

We won this contract because we promised Royal London the very best in service excellence and innovation – I know I can count on your support and dedication to deliver this promise.

Welcome on board to the New Mitie, and thank you for all you do.



Phil Bentley, CEO

MESSAGE FROM BEVERLEY WINROW

We recognize that you are experts in your field and we have the opportunity to achieve great things as we work together.

Firstly, I'd like to extend a warm greeting to all of you. We are very proud of our new partnership with Royal London and are confident that we can create an enhanced workplace experience together.

At Mitie, we value our employees above all else. We offer some exciting benefits and professional FM opportunities when you become part of our team. New concepts will also be introduced to enhance the Royal London workspace.

We recognize that you are experts in your field and, working together, we have the opportunity to achieve great things.



Beverley Winrow,
Managing Director,
Strategic Accounts
Private Sector & Ireland/
International, Technical
Services

WELCOME TO MITIE

I am the executive sponsor for Royal London, responsible for overseeing the successful delivery of the contract.

Royal London represents a key strategic account within my portfolio and one that I am truly excited to get involved with.

Providing exceptional services for Royal London is only made possible by the people on the ground. It is therefore a key focus of mine that we provide our people with the right training, equipment and support required to deliver the highest standards possible.

Mitie is all about our people and I look forward to welcoming the new operational team into our business. I am confident that together we will make this a flagship account for Mitie and the industry as a whole.



Carlo Alloni,
Managing Director
Technical Services

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CONTRACT AWARD

It's a really exciting time at Mitie and we are delighted to have been awarded the contract that you work on, and for you to join our Mitie family.

What's New?

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

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

Contract

The contract will begin on the 3rd October 2020 and it will run for 5 years.

ROYAL LONDON SITES



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ABOUT MITIE

Mitie provides facilities management, consultancy, project management and a range of specialist services that connect people with innovation and technology; help clients move beyond FM group function to a connected workspace. We are one of the leading Facilities Management companies in the UK and Ireland, employing over 52,500 people.



Group Function

Business Services

- Security
- Cleaning
- Front of House
- Document Management
- Vetting

Catering Services Strategic Partner

- Gather & Gather
- Creative Events



mitie

Delivering the
exceptional,
every day

Technical Services

- Engineering Services
- Connected Workspace
- Energy
- Water
- Projects

Specialist Services

- Care & Custody
- Waste
- Landscapes

MITIE AT A GLANCE

UK
number 1

aviation
screening
provider



2.5 
million

assets looked after
for our customers

85,000

waste
services



delivered per month



We serve
3.8m

patient meals
each year

300,000
gritting visits

completed
in a year



We handle over
5,000



out-of-hours security
calls every month

60,000

in-country
and **2,900** overseas
secure detainee
movements per annum



Winner

of the Best Use of Technology
Award at the 2018



Restaurants
& Innovator
Awards

Connected Workspace
can provide a

10-20%



reduction in
reactive

reduction in maintenance
costs through remote asset
monitoring

202,000
lights changed

from our top
projects saved, 35
million KWH for
our customers



Over
130 years

of combined
security expertise

with a unique mix of experience
from police, military and
consultancy backgrounds



Winner

of The Institute of
Customer Service UK



Customer
Satisfaction
Awards 2107

SOME OF OUR CLIENTS



OUR PURPOSE

Our expertise, care, technology and insight create amazing work environments, helping our customers and our people to be exceptional every day.

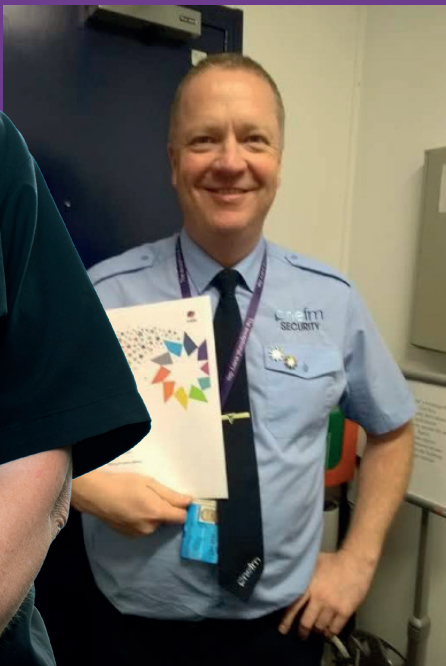




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WELCOME FROM ANGELA GALLAGHER

Mitie is nothing without our people.

To deliver the exceptional, every day, we need exceptional people and we have truly exceptional people at Mitie, going the extra mile every day for our customers. I'm delighted that you're going to be one of us.

We're big on values and we have a culture that sets us apart from our competition. The following section helps you to understand more about our culture and what makes Mitie 'Mitie'.

It also provides you with information about how we reward and recognise exceptional performance; and what training and development is available to you, to help you build a long and successful career with us.

You'll always have a voice at Mitie and we welcome your thoughts and ideas to help us make Mitie a fantastic place to work. This section also tells you about our 'upload' employee opinion survey and the things we're working on based on feedback from the last survey.

...and finally, there's some information about the benefits we provide and the fantastic deals you will have access to, just by being part of Mitie.

When we say, we're nothing without you, we really mean it. It's great to have you on the team.



Angela Gallagher
Human Resources
Director, Technical Services

You are 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 are real experts at welcoming new employees to our company under the TUPE Regulations.

Our people are our greatest asset. The proof?

- A 12% increase in engagement from 2018 (engagement score of 45%)
- We are proud to be a recognised Top Employer
- Named as number 6 on the UK's Inclusive Top 50 employer list
- 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



MITIE'S VALUES



Scan the QR code
for our values video

We are **one Mitie**

- We work together to achieve the best for our clients and for Mitie
- We share best practice, knowledge and information
- We work as one team
- We help each other to win for Mitie

We are built on **integrity and trust**

- We do what we say we're going to
- We lead by example
- We treat Mitie's money as if it is our own
- We are consistent and transparent in what we do

We go the **extra mile**

- We take ownership of any enquiry and see it through until the end
- We deliver the 'Wow-factor'
- We take pride in what we do
- We continually look for ways to deliver a better service for our clients

Our **diversity** makes us stronger

- We treat all colleagues with respect
- We help break down barriers
- We celebrate diversity
- We use other people's insight, skills and behaviours to make us better at what we do

Our **customers' business** is our business

- We are ambassadors for our client as well as for Mitie
- We share in our clients' successes
- We seek to exceed our customers' expectations
- We work to resolve issues
- We build long term relationships with our clients
- We understand what is important to our clients

The
ANATOMY
of a
Mitie Person



I embrace
change

I believe I can
make a
difference

84%

think we are
responsive to the
changing needs of
our customers

I care about my
team and my
customers

I know
Mitie cares
about me

85%

think health
and safety is
important here

I never
stand still

I go the
extra mile



I see
opportunity
to grow and
develop

75%

would
recommend
Mitie as a
place to work

I have fun
at work

Wishbone

Funny
bone

I have the
guts to stand
up for what I
believe in

88%

Understand
how my work
helps Mitie
achieve its goals

I am excited
for the future

DIVERSITY AND INCLUSION

We are very proud of our rich and diverse culture and backgrounds. Everyone at Mitie has a voice and is treated equally.

We know that our diversity makes us stronger.

Our strategy is to create, embrace and promote an inclusive culture where people are proud to wear the Mitie badge.

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.

Our approach to business is underpinned by a belief that all individuals should be treated fairly and have access to equal opportunities.

Our commitment to a fair and responsible workplace, free of discrimination, inequality or harassment is unwavering and we expect these standards to apply when working with our clients and with our supply chain partners.

Diversity at a glance

38% | Woman

149 | Nationalities

20% | Increase in women in STEM roles over the past 12 months

+2000 | People over retirement age

800 | Apprentices

20% | BAME

By 2020 we will:



Increase the number of women in STEM roles by 20%



Achieve above 50% response rates for our employee engagement survey



Improve engagement survey score for question 'I feel this organisation values the diversity of its people' by 5% +

We are a proud to be recognised as a Top 50 inclusive top employer in the UK

We have six employee diversity networks to raise awareness, actively promote understanding and provide support for our people, covering: gender, ethnicity, sexual orientation, ability and background.

Engender

Proud
to be

Enable

MitieMilitary

Generations



CHORD



LEARNING AND DEVELOPMENT

We pride ourselves on our high performance standards so it's critical that we can provide our people with the tools to do their job in a brilliant and seamless way, whilst preparing for the future workforce.

We're also big on continuous learning and our learning and development offering is sure to cater to all needs.



Governance - Process - Digital – Self directed choice - Seamless execution



License to Operate

Develop an industry leading onboarding experience for employees which continues to develop and provide the learning needed for the job



License 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 - eg Sales and account management



Training Development

Developing talent across our business and ensuring our HIPO's reach their full potential

LEARNING HUB

The Learning hub is Mitie's digital learning system which is accessible 24/7 from any smart phone, tablet or computer and hosts over 200 online courses.

- Customer Service
- Equality and Diversity
- Information Security
- Managing Change
- Personal Development
- Understanding Budget and Finance
- Business Skills
- Health and Safety
- IT Skills
- Mastering Interviews
- Social and Corporate Responsibility
- Wellbeing at Work
- Communication Skills
- Teamwork
- Managing and Leading Teams

APPRENTICESHIPS

Apprenticeships are a great way to invest in our people, whilst providing a framework which gives structure, support and shows a clear commitment to your learning.

You'll also gain a nationally recognised qualification, from a range of providers who deliver a variety of different apprenticeships, ranging from Level 2 to Level 7. For more information on what is available to you, please visit The Learning Hub and simply search for apprenticeships.

Our approach to apprenticeships

As we continue to transform Mitie, we are focused on creating a place to work where our colleagues can thrive and can be their best every day. We want to be able to provide opportunities for all of our people to learn, develop and progress.

We have reviewed our apprenticeship offering to allow employees to gain new skills and knowledge to help them with their career development at Mitie.

Within Mitie we have three different types of apprenticeships:

- Technical capability including engineering, maintenance, security, and craft etc.
- Professional capability including finance, HR, technology and law etc.
- Leadership capability with a particular focus with our operation managers and leaders.

Mitie offers

- Functional skills practice or test
- On the job training
- Progress reviews
- Knowledge/skills that are already part of the daily duties
- Knowledge/skills relevant to the apprenticeship programme.



SHARE INCENTIVE PLAN (SIP)

We all know we need to save and invest for the future, but putting money aside regularly can be a big challenge.

The SIP is an all-employee share plan that gives you a chance to buy Mitie shares at a discount.

So how does the scheme work?

You choose a regular amount to invest and buy Mitie shares each month – it can be any amount between £10 and £150

- For every ten Mitie shares you buy we give you an extra one free as an added bonus
- You will not be charged Capital Gains Tax if your SIP investment increases in value over time
- You become a Mitie shareholder.

So why is the SIP so special?

The SIP is only available to Mitie people and gives you a big advantage over regular investors. If you want to buy Mitie shares on the open market, you would have to pay tax on the part of your salary you wanted to invest.

You would also need to use a share dealing service, which would probably charge fees and commissions. What's more, any gain in value would be subject to Capital Gains Tax when you sell them. So it's fair to say the SIP offers you a much better deal.

But remember, good investment planning means a long-term commitment and you'll need to hold your shares in the plan for at least five years to get all these benefits. After that, you can do what you like with your shares or even keep them sheltered from tax in the plan for as long as you are a Mitie employee.

You'll receive more information on joining once you transfer to Mitie

SAVE AS YOU EARN

Mitie's SAYE Scheme is a savings-based scheme which enables you to purchase shares in Mitie Group plc. That way you can own a little bit of the company you work for.

But it's not the only benefit of joining the scheme. It's also an easy and safe way to save money regularly.

More importantly, it gives you the option to use these savings to buy Mitie shares at a special discount.

There's no risk to your savings, plus you get the chance to cash in if the share price rises.

So, how does it work?

If you have sufficient service on the annual entry date, you will be invited to join the scheme. To do this you'll need to decide how much you can afford to pay into the scheme each month over the next three years. You can save from as little as £5 up to £500 a month.

Now here's the good bit: you get to buy the shares at the fixed scheme price – that is the price they were when you

started your savings, plus a discount.

Hopefully, the share price will have risen over the course of the SAYE Scheme and therefore the shares will be worth more than it will cost you to buy them.

Once the 3 year savings period is complete, you can sell them any time you wish, but you may prefer to hold onto your little piece of Mitie for a bit longer.

If you retire or are made redundant while you are saving, Link will write to you with details of your choices. As a guide, you will be able to take your savings and interest (if offered) and buy the shares within six months of your leaving date.

If you resign or are dismissed you will not be able to buy the shares.

You can continue saving or you can take your savings. If this happens to you, Link will write to you and set out your choices.

CYCLE TO WORK

Switching to a two-wheeled commute can help you do your bit for the environment and your health; your wallet will be glad you made the choice to leave the car at home too.

The Mitie cycle to work scheme allows you to hire a bike (interest free) from Mitie while making attractive tax and National Insurance savings over a 12-month hire period. This ensures you don't have to spend a fortune on a bike to enjoy the benefits of cycling to work, and you get to spread the costs over a year.

At the end of the year, you get the opportunity to take ownership of the bike.

We've partnered with Cyclescheme to offer you access to the largest selection of bike brands in the UK! Over 2,000 independent stores are part of the Cyclescheme network, providing countless different bike makes, models and accessories to help you choose the bike that is right for you.

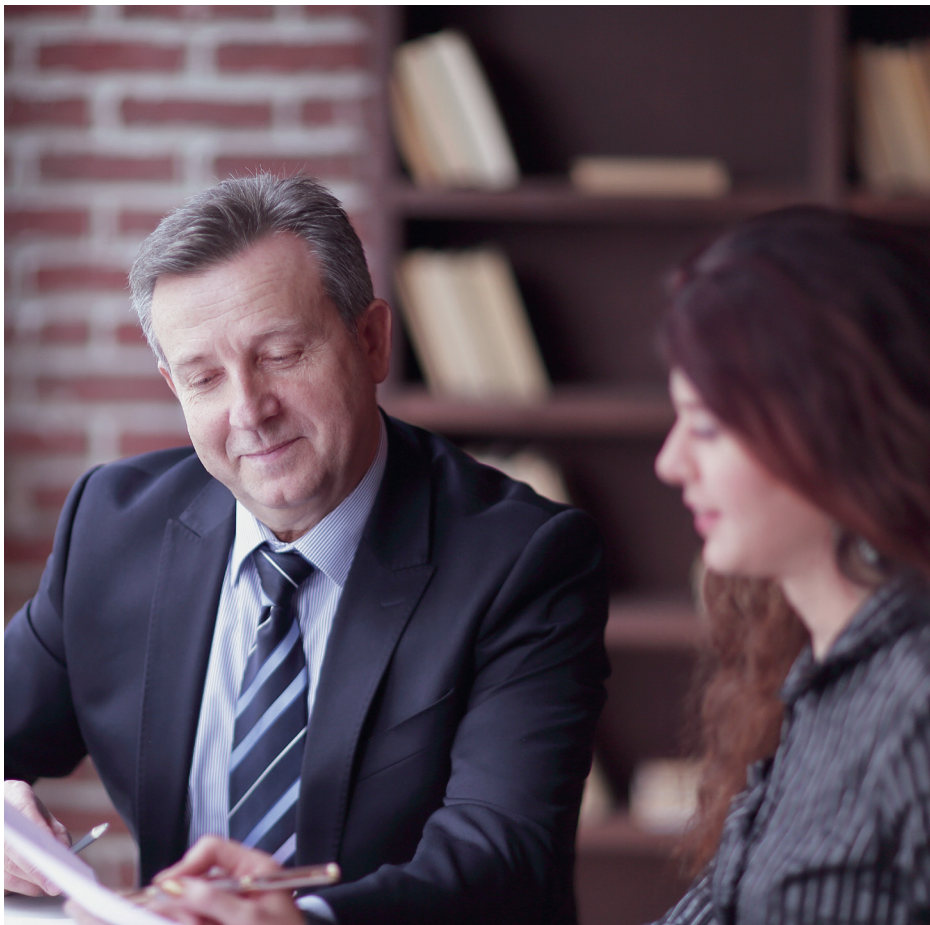
You can check out the independent stores near you at cyclescheme.co.uk/partners.

You can only join during one of the twice yearly windows and will get more info on joining.



HEALTHCARE CASH PLAN

All employees are able to join our healthcare cash plan. The cash plan is designed to assist with the associated costs of visiting the dentist, the optician or seeing a consultant or therapist.



LONG SERVICE AWARDS

Every December, our people who have received a 30, 40 or 50 year award are invited to receive a personal thank you from our Executive Leadership Team. And, continuous service counts; your original start date will be used.

You can expect

- Senior Leaders to be provided with advance monthly MI break down of awards to be presented
- Milestone anniversaries of 1, 5, 10, 20, 30, 40, 50 years to be celebrated
- ELT to present 30, 40 & 50 year awards
- Line managers to receive certificates, badges, letters and instructions to celebrate the awards with their teams
- Annual celebration in December for those who have been awarded 30, 40 & 50 years service

Year	Key Message	Award
1	One year ago you joined us & we're glad you did!	E-Card
5	You're a valued part of the family	Certificate & Badge
10	You're given us 10 great years; thank you so much	Certificate, Badge & Award
20	You've helped us become what we are today	Certificate, Badge & Award & 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

MITIE STARS

We think it's really important to say thank you to our people for doing a great job.

Stars is part of the reward package – it's our employee recognition scheme. You can nominate an individual or a team for anything that makes a real difference to you, a colleague or a customer.

It could be for showing lots of initiative and fresh thinking, bags of passion and commitment, or for demonstrating a willingness to always go the extra mile in their daily job.



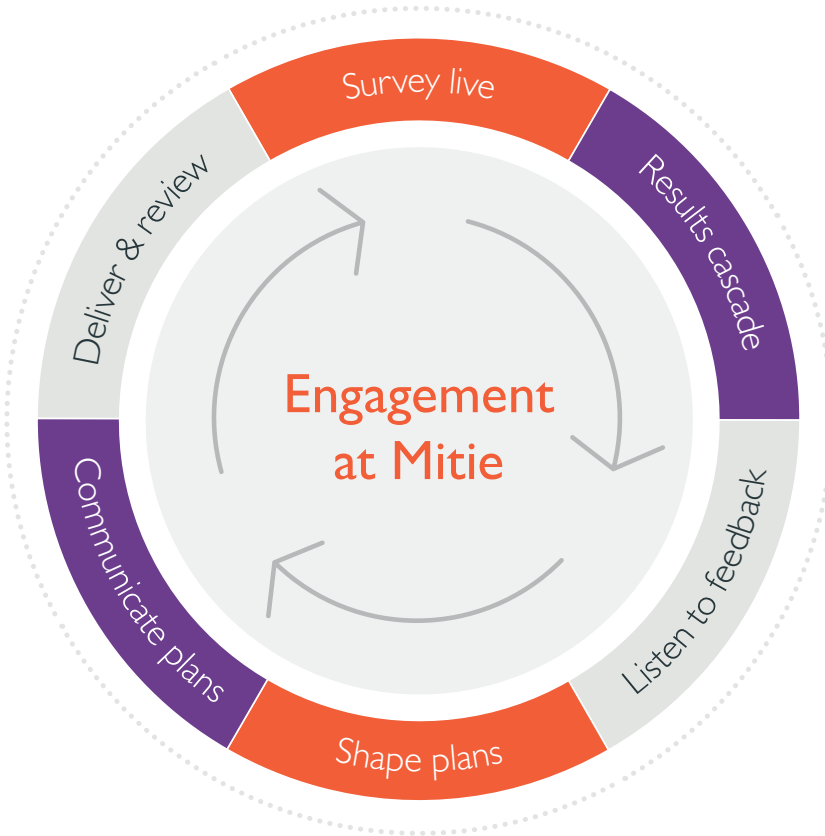
ENGAGEMENT

We want Mitie to be a fantastic place to work. When our people enjoy their work, they perform better and our customers are happier as a result.

In order for us to be a great place to work, we need to understand where we need to improve.

For this reason, we run an annual people survey - Upload - to understand how our people really feel about working for Mitie.

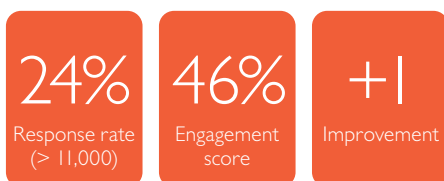
We encourage you to respond to these honestly to help us to improve Mitie for you.



Key principles

- Employee engagement is a business imperative (happy people equals happy customers)
- Employee engagement is an ongoing process
- Leaders are responsible for engaging and involving their teams at every stage of the process
- Engagement is not just about a score, it's about understanding how we can make improvements to make Mitie a place where our people can thrive, and be their best every day.

Mitie Overall: 2020 Results



Employee Engagement at Mitie improved by +1% point between March 2019 and March 2020

- Our biggest improvement was in the perceptions of employee brand (+8% points) and career & development (+5% point)
- Our highest scoring items were Performance Management, Safety, Manager support and the understanding of our company value.
- This was also evident in our COVID-19 Pulse Survey.

“You Said, We Did”

Although we have made improvements, it's clear that there is still work to be done to make Mitie a 'Great Place to Work.'

Using analysis from both Upload and the COVID-19 Survey, we have four key focus areas for the next 12 months:

1. Communication & Culture

2. Reward & Recognition

3. Systems, Processes & Technology

4. Health, Safety & Wellbeing

WHAT IS TUPE?

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WHAT'S IT ALL ABOUT?

It's a great time to join Mitie and we're excited to welcome you but we know that going through a TUPE transfer process can be daunting.

In short, TUPE is the process that an employer is legally obliged to follow to transfer your employment and contractual terms and conditions from one employer to another.

The purpose of TUPE is to protect employees if the business in which they are employed changes hands. In this case, from your current employer to Mitie.

What does TUPE mean?

TUPE stands for the Transfer of Undertakings (Protection of Employment) (Amendment Regulations 2006).

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 relaxed, informed and heard during this time.



INTENDED MEASURES

Intended measures are proposed changes that Mitie will be seeking to make following the transfer. These can be as minor as an amendment to your holiday year to align you with our process but may also include, for example, changes that Mitie may want to make to the future operating structure. Mitie will make a full declaration of all the intended measures during the mobilisation phase after we have received the Employee Liability Information from your current employer and undertaken a full review of this data. Mitie will fully consult with you through your elected representatives on any changes we are looking to make that are declared through the transfer process.



HOW WILL THIS AFFECT ME?

In terms of your day-to-day job, it's likely that very little will change.

In certain cases we may bring in new equipment or ways of working that will improve the way you do your job, and we'll probably align your pay date and holiday year with ours.

Subject to any measures we need to take, we will honour your existing terms and conditions of employment, although sometimes we may not

be able to replicate exactly one or more of your terms, even with the same provider.

If this is the case, we will discuss with you how we might provide a comparable alternative. By comparable we mean 'as good as' or 'a match for'.



I am a member of a trade union; can my representative accompany me during the consultation process?

Yes, of course. Where your trade union is formally recognised then we will consult your representative anyway. However, even if your trade union is not recognised, your representative would be very welcome to attend your consultation meetings with you.

Will I need to complete any forms?

Yes. Although we will try to keep these to a minimum, there are some forms we need you to complete so that we have the details we need to employ and pay you. An essential piece of information is the confirmation of your right to work in the UK. It is for this reason that during the consultation process we will request to see some of your ID documents. We will need to take copies of these to keep on file as evidence that we have checked your right to work in the UK.

We are really grateful for your assistance with this process as without this evidence we will be legally unable to employ you.

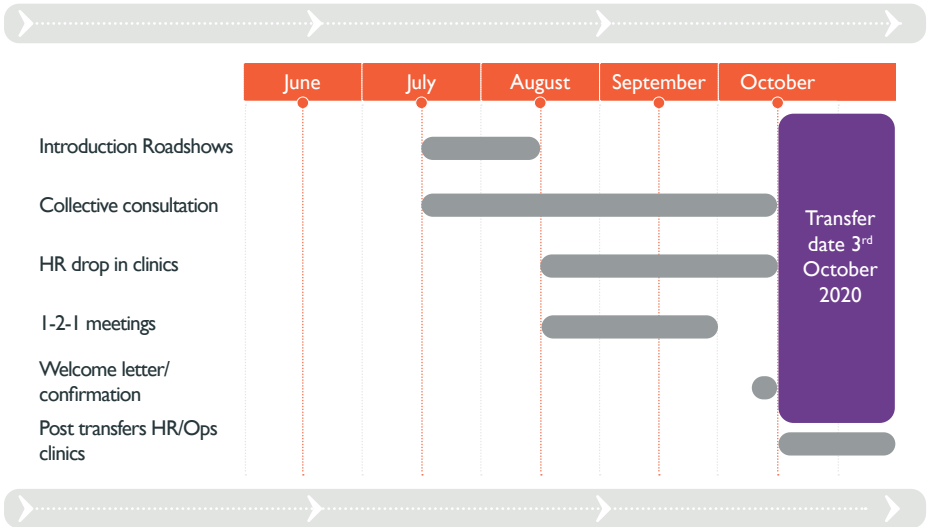


WHAT CAN I EXPECT FROM PRE-TRANSFER?

By now, you will have hopefully attended one of our roadshows which ran from the 1st July 2020 across all Royal London sites.

If you missed these please let your current employer's HR team know and we'll be sure to share the slides and key messages.

We're working in partnership with current employer to build and communicate the remaining key dates with you as soon as possible. These make up the consultation process and include the following key sessions:



YOUR PAY AND BENEFITS

Will my current package and benefits remain intact while I'm working with Mitie?

Generally, yes. Your existing contractual benefits will transfer with you to Mitie. If your current employer offers the same package of benefits as we do then they will stay the same. Any variations will be discussed with you during the consultation process.

In addition to the benefits you bring with you, you will also be able to take advantage of the benefits detailed in this booklet.

When will I get paid?

Details of the pay cycle applicable to you will be confirmed during your consultation process as these do vary.

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

All your service entitlements will stay the same. Mitie will 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'.

What happens to my pension?

Pensions are a very individual thing, so we will discuss your current pension arrangements with you during the consultation process.



YOUR PAY AND BENEFITS

Automatic pension enrolment

Under current legislation, the company may be required to automatically enrol you into a pension scheme which meets certain statutory requirements and to which both you and the company make contributions.

The automatic pension enrolment scheme that Mitie operates is called the People's Pension, which is a retirement benefits scheme.

If you are eligible to join the scheme, the company is entitled to deduct from your pay any pension contributions due from you in connection with your membership of this pension scheme and will pay these deductions to the scheme on your behalf in accordance with the rules of the scheme. You can opt out of the scheme if you wish via [thepeoplespension.co.uk](https://www.thepeoplespension.co.uk)



PERFECT PERFORMANCE

Does Mitie have a probationary period?

Yes, we do. But if you have already completed your probationary period with your current employer then this doesn't apply to you as we will take your continuous service date into consideration. If you are still in your probationary period with your current employer then you will transfer on probation to Mitie and complete this with us.



What happens to my previous performance record?

Your current employer is not legally required to share details of your previous performance so it may be that we are not given this detail, however, your future performance assessment will be based on your performance with Mitie.

What if I have a disciplinary or grievance matter on file?

Under TUPE, if you have any live disciplinary or grievance matters on file, or any that are not live but which took place within the last two years, these will be transferred to us along with your other employee information.

If there are any ongoing issues, Mitie will deal with them to their conclusion once you transfer to us.

IT'S ALL IN THE DETAIL

Will I get a new uniform?

If your role requires one, we will provide you with a new uniform which will be distributed to your primary place of work and should be worn from the day that your employment transfers to Mitie. Your uniform choices and sizes will be discussed with you during the consultation process, if appropriate.

How will I get to learn more about Mitie?

As well as going through the consultation process, when you have transferred to Mitie you will receive an induction into Mitie's policies, procedures and ways of working.

In the meantime, have a look at our induction site which will tell you all you need to know about who we are and what we do – welcometomitie.com



Scan the QR code for our induction site

Can I apply for other jobs within Mitie?

Of course! Jobs are advertised on our careers site: careers.smartrecruiters.com/mitie. You can access this even if you don't have direct access to the Mitie IT network. All you need is an internet connection, which could be at home, a local library or through your nearest Mitie branch office. We encourage everyone at Mitie to apply for internal opportunities so they can further their careers and realise their potential.

If, after you've joined us, you apply for a change of role within Mitie, it's likely we will look to align your pay and benefits to those of other employees who hold similar roles in our business, for consistency and fairness, so there may be some changes to your package at this stage. This will be discussed with you in full at the time of your application.

Does that include promotion?

Absolutely! You will always be able to discuss your own career aspirations as part of our appraisal process and we will encourage you to develop your skills and further your career through promotion.

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

Firstly, we'd be really disappointed if you felt that you didn't want to work for us. We're one of the best outsourcing employers and would really like the opportunity to demonstrate this to you. So, before you make such a decision, please make full use of the consultation process to get to know us better.

We're also happy to put you in touch with other employees who've been in a similar situation and who now really enjoy working for Mitie. So please let us know if you'd be interested in this.

If your mind is made up then we respect that. However, you need to be aware that if you decide not to transfer to Mitie, you'll effectively be resigning from your position immediately before the transfer date. This means you won't be entitled to a redundancy payment, notice pay or any other severance payment. You'll need to put your decision in writing to your current employer, as well as providing us with a copy.



OUR EXPECTATIONS AND COMMITMENT

Our expectations of all our people are high. They have to be to make sure we provide our clients with exceptional levels of service.

We expect you to perform your job to the best of your ability all of the time and to deliver exceptional levels of service to our clients, exceeding their expectations whenever you can. We expect you to be absent as little as possible and to aim to always be on time.

We expect you to play a full and active part in the fulfilment of your responsibilities and offer constructive input at team meetings. We expect you to always work in an ethical and appropriate manner and be respectful to your colleagues, your client, yourself and to Mitie.

Our commitment to you

We will provide you with all the necessary training so that you can excel in your role at Mitie and continue to advance your career with us. We'll also provide you with support and guidance to ensure you maintain your motivation and enthusiasm!

There will always be an opportunity for you to raise any concerns, formally or informally, and we expect all our management teams to listen to these and respond appropriately.

Finally, we're big believers in recognising people for a job well done through our Stars recognition scheme. You can find out more about this scheme and the other benefits Mitie offers in 'your rewards'.

What happens if Mitie loses the contract at some point in the future?

If our client decides to change its outsourcing partner, or takes the services back in-house, then the same conditions that apply now are likely to apply then, assuming there has not been a change to TUPE legislation in the meantime. However, it is our aim to maintain a strong and long-term relationship with our clients. You have a very important role to play in ensuring the level of service we provide on a daily basis secures that relationship for the future.

Any more questions? I have further questions that you haven't answered here. What shall I do?

Firstly, thank you for taking the time to read this booklet. Hopefully it has provided answers to most of the questions you had already thought about. But if you do have any other questions, either now or in the future, we'll be happy to answer them. We want to make sure that you fully understand what is happening and how you will be affected by the transfer of your employment.

The consultation process is the best opportunity to raise any questions you may have. And if the Mitie teams you meet don't know the answer they'll make sure they find out and let you know as soon as possible.



MEET TONY CHASE

I transferred into Mitie, not knowing much about the company and had been working for another well-known provider.

I was working within Critical Engineering as an Operation's Manager. Both my company and Mitie offered good opportunities, although I was happy working where I was and for the Client at the time.

Of course, I had my doubts and I was full of questions and uncertainty; these were all answered and reassurance was given during the consultation interviews and period leading up to the 'go live' date. The team, their knowledge and experience really put my mind at ease with the whole process.

I was welcomed into the company through the transition. Having spent 14 years in the Royal Navy as a mechanical and electrical engineer, Mitie identified my values and transferable skillset. I was mentored by an experienced Account Manager, with the company ethos of 'promote from within'.

I soon found myself on a Mitie Management Development course and subsequently promoted to Account Manager. Four years on, I am now Head of Critical Engineering and Technical Audits, which is a new and exciting challenge, however I am certain I will continue to develop and grow with the continued support, company values and ethos within which we work.





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