



MiNews

Issue 5 – week ending 11 September 2020

COUNTDOWN: 3 WEEKS TO “GO LIVE”

Your Workplace: A bespoke brand

When Mitie was selected as your FM provider, Royal London chose to redefine their working platform and rebrand to a “Workplace” team which presents a clear purpose of creating great spaces to work. A new logo was created and your uniforms display this bespoke team brand.

The new brand covers four main pillars - Estates, Environment, Facilities Services and Health, Safety & Wellbeing - each having their own area of responsibility as well as overlapping and supporting each other. The aim is to ensure these service changes will result in a transformed brand, improved communications and customer experience.

Your Workplace will connect our teams and will reaffirm our “One Team” values.



CREATING GREAT
SPACES TO WORK



Reminder: What this contract covers

Maintenance & Repairs 

Cleaning 

Catering 

Security 

Reception 

Workplace Services 

Helpdesk 

Connected Workspace 

Remote Operating Solutions 

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.

Edinburgh: Room HR.GR 2 & 3

Wednesday 16th September 2020 – 11am - 1pm

Tuesday 6th October 2020 – 11am - 1pm

Wilmslow: - Room RLH F3 RM54 & RM55

Tuesday 15th September 2020 – 10 am - 12 noon

Tuesday 6th October 2020 – 11am - 1pm

London: Room 4.3

Wednesday 16th September 2020 - 11am – 1pm

Tuesday 6th October 2020 - 11am – 1pm

How we'll communicate

We're getting close now! The contract starts on 3rd October and we'll be telling you about our contract Lift Off plans in our next edition of MiNews.

We've also posted all the information you need to know about the TUPE process on the website: www.mitie.com/royallondon.

As always, we want to hear from you if you have a question. You can email queries to ask@mitie.com or feel free to approach our on-site team.

What happens next?

If you still need more information, you can visit us at the HR Drop In Clinic on your site – there's even one being held after Go Live on 6th October. Dates are published in this newsletter. Please check in with your Line Manager to get permission to attend.

Uniforms are arriving on sites and they will be distributed to you during the week of 28th September. Please let us know if there are any sizing issues so we can ensure you have your uniform ready for 3rd October.

If you have any questions, please speak to your Mitie on-site lead and we'll work with them to respond.

Got a question?

Send to:

ask@mitie.com

Coming Soon: Workplace 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.

Gather & Gather: Our Catering Partner

The restaurants are the heart of your workplace, providing a place to dine, meet colleagues or grab lunch on the run! That's why we trust our partner, Gather & Gather, to deliver exceptional catering experiences to your workplace. They are part of CH&CO Group, who hold the Royal Warrant for catering services to the Queen and have achieved the top-level, three-star Food Made Good rating from the Sustainable Restaurant Association. Here's what's in store for you!

Technology – A new EPOS till system has been installed in all locations and will accept contactless, chip & pin, Apple and Android pay. Their APP, *Boxed*, works with EPOS, allowing you to pre-order/pay, collect loyalty points and access a Royal London restaurant website featuring details on menus, opening times, offers, etc. This APP will be rolled out at a later date. You will also find Digital Screens for menu information and promotions.

Unfortunately, cash payments cannot be accepted until COVID-19 restrictions are lifted.

Health and Wellbeing – Live Well options will be available on the menus, allowing you to choose a diet that is lower in fat, sugar and salt. Plant based options will also be included.

Coffee – Your morning coffee just got exciting! Working with some of the UK's finest roasters and suppliers, artisan coffee will be offered on all sites. The Camino blend is sourced direct from small holder farms in Jean, Peru.

Sourcing – Using Eight Regions of Focus, Gather & Gather create a diverse, traceable and robust supply chain.

Benefits of Foodie Professionals – The Gathered Table is a "think tank" of the best minds in food, technology and sustainability who contribute to Gather & Gather menu plans. Dr. Rupy Aujla, GP and food writer, will offer input to the new menus at Royal London locations.



Getting to know Mitie: Celebration Hub

Our **Celebration Hub** is the home of everything Reward & Recognition at Mitie. Celebration Hub is the place to go for Mideals (great benefits and discounts on 1,000s of shops online and on the Highstreet), nominate people for Mitie Stars, claim long service awards, send e-cards, access information on all your benefits, order our values postcards, see good news stories, and access information to support your wellbeing.

To log on, go to www.celebration-hub.com and register to get access using your NI number and date of birth. It couldn't be easier!



Have you visited the website?

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.