

# MiNews

Issue 7 – 03 October 2020

**LIFT OFF: 03 October – Contract GO LIVE!**

## A Message from Phil Bentley



**Phil Bentley**  
CEO, Mitie Group plc

## Welcome to Mitie!

Welcome to the team. It's great that you've joined us.

It's your first day as part of the Mitie team and we want to make this change as seamless as possible for both Royal London and you. It's our aim to continue to deliver a great service to Royal London.

Over the next few days and weeks, you'll find out more about Mitie through your inductions and training. Remember, if there's anything you're unsure of, please ask any of the Mitie team or email us at [ask@mitie.com](mailto:ask@mitie.com).

You are key to our success and we're delighted to have you on board.

Phil Bentley  
CEO, Mitie Group plc

# Lift Off Meetings – Monday, 5<sup>th</sup> October at 9am or 1 pm

**Edinburgh:** Meeting Room 2, Henderson Row

**London:** Meeting Room 4.01, Gracechurch Street

**Wilmslow:** Meeting Room 55

## Arrangements for Lift Off Meetings: Monday, 5<sup>th</sup> October

Our contract officially starts today and we realise that many of you won't be at work over the weekend. So that we can meet as many of you as possible, we'll be holding the contract Lift Off Meetings on Monday, 5<sup>th</sup> October. There will be two meetings during the day at all three locations, 9 am and 1 pm. These meetings will last about 30 minutes and you'll be receiving a warm welcome from Mitie staff.

Please refer to our meeting schedule above. We look forward to meeting you on Monday!

### HR Drop In Clinic

On 6<sup>th</sup> October, we are offering one more HR Drop In Clinic to answer any questions personally. Please drop by for a chat if you need more information from us.

#### **Edinburgh: Room HR.GR 2 & 3**

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

#### **Wilmslow: - Room RLH F3**

#### **RM54 & RM55**

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

#### **London: Room 4.3**

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

### What's next?

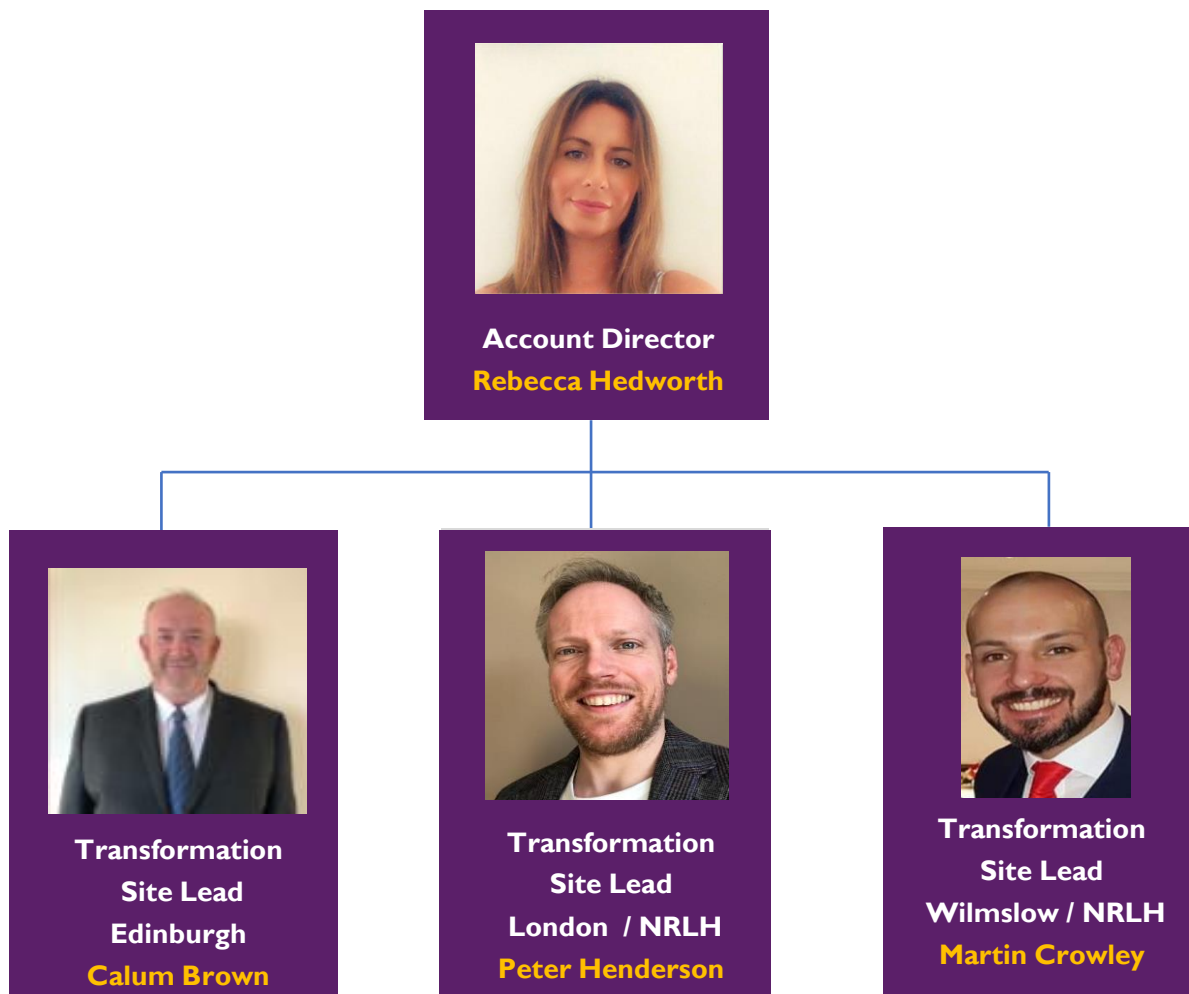
- On Monday, we'll welcome you to our team during the Lift Off Meetings.
- In the coming weeks, you'll receive induction and training as required.
- If you still have questions, please visit the HR Drop In Clinic or email us at [ask@mitie.com](mailto:ask@mitie.com).
- New documents have been added to your website. [www.mitie.com/royallondon](http://www.mitie.com/royallondon)
- This is "business as usual"- so keep doing a fantastic job as you've always done!

# Mitie Transition Teams

With the start of the contract today, we have now entered the Transition Phase of the transfer process, which will last for three months. Over the coming weeks, we'll be working closely with you in creating our new, exciting **One Team** by providing you with information, communications, induction and training.

To support you during this journey, Account Director Rebecca Hedworth has appointed three Transition Site Leads: Calum Brown – Edinburgh, Peter Henderson – London and Martin Crowley- Wilmslow. Your Transitional Leadership Team also includes a wider network of subject matter experts to guide and support workstreams.

We're glad you're on our team!



## Transition Leadership Team

# Introducing the Royal London Helpdesk

Mitie has launched the Royal London Helpdesk for reporting maintenance issues and urgent faults. This will be accessible via telephone, email and portal. Work orders can still be placed via the existing Ivanti system, which will be replaced by our Aria app in mid-November.

The Helpdesk will be the first contact for all maintenance, cleaning, catering, security and workplace customer requests. It will provide a 24/7/365 robust service that will support you in carrying out your duties and planned maintenance activities. This system will allow a triage of work to ensure quick responses with an aim of getting it right the first time! The Helpdesk will be a key focus for our team to ensure that we create positive experiences for our customers.

## Royal London Helpdesk

[RLworkplace.helpdesk@mitie.com](mailto:RLworkplace.helpdesk@mitie.com)

Tel: 03330 155382

**Report Maintenance Issues  
and Urgent Faults**

## Meet the Royal London Helpdesk Team



**Emily Berry**  
Helpdesk Coordinator



**Helena Westall**  
Helpdesk Coordinator

Based in Manchester, Royal London will have a dedicated team to support Helpdesk requests. Emily Berry will be one of Royal London's dedicated Helpdesk Coordinators. She began her career with Mitie as a Planner two years ago. Helena Westall is also looking forward to starting her role as Royal London Helpdesk Coordinator. She has been with Mitie for one year providing planning admin support.



# Getting to know Mitie: *The Exceptional*

***The Exceptional*** is our Mitie employee magazine created to share news and successes and celebrate the exceptional work our colleagues deliver each and every day. Every edition recognizes our exceptional people and highlights the incredible range of services we deliver to our customers. You'll be able to learn more about some of the key initiatives and events taking place around the business and the benefits available to you as a Mitie employee. There are also competitions you can enter to win some great prizes.

All issues of ***The Exceptional*** can be found on our website.

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



## Have you visited the website?

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

### Here's what you can find!

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

## What the contract covers

- Maintenance & Repairs
- Cleaning
- Catering
- Security
- Reception
- Workplace Services
- Helpdesk
- Connected Workspace
- Remote Operating Solutions