



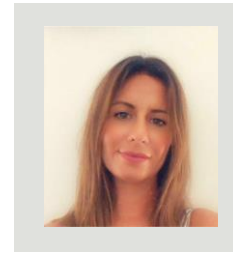
KNOW HOW **GUIDE**

Helping you to deliver the exceptional, every day

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I. Message from Rebecca Hedworth



Rebecca Hedworth
Account Director

Welcome to Mitie!

Welcome to our new exciting *Your Workplace* team.

At Mitie, we are very proud of our partnership with Royal London and the great things we, as a team, are about to achieve. We value our Mitie employees and appreciate that success can only be achieved with the support and contributions made by our team members. Throughout this journey we will grow stronger through our commitment to developing our relationship and embodying a flexible, resourceful approach as our customer's business becomes our business. Through strategic alignment and continuous improvement, we will evolve to be trusted advisors within Royal London's team and will create together the One Team culture. My team and I will be here to support you every step of the way. We are committed to your wellbeing, career development, training and your health and safety. We have also implemented methods, processes and guidance to ensure that you remain safe and feel protected at all times.

To help support your transition into Mitie, we have created this *Know How Guide*, where you will find key contract and operational information to help you as a new or existing member of the Mitie team. We recognise that you are experts in your chosen field and, by working together, we believe we can achieve many great things.

Furthermore, we are delighted to have you as part of the new team and I look forward to meeting you all soon.

Yours sincerely,

Rebecca Hedworth
Account Director

2. Know how to... use this guide

This guide contains useful information for the first few weeks of this contract. It contains high level processes and key contacts to make your day-to-day work as smooth as possible. Please read it in conjunction with your Employee Handbook, which will be circulated to all employees via email. Alternatively, you can find the Handbook located on Minet, the Mitie intranet.

Minet can be accessed here and contains a search feature to quickly find the information you need: <https://mitiegrp.sharepoint.com/sites/minet>

This guide will point you toward key materials and processes stored on Minet. You will receive further information and training on this and all processes over the coming weeks.

If you can't find the information you need in this guide, please speak to your Line Manager in the first instance. Alternatively, use the information provided in each of the sections in this guide or check Minet. Minet and the Mitie BMS document library always contain the most up-to-date information.

Please let us know, via your Line Manager, if there is anything else you need to know.

3. Contract Overview

3.1 Who is Mitie?

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

3.2 Our Values

Mitie's culture is built on the simple premise of delivering 'The exceptional every day' – our overarching commitment to customers, colleagues and other stakeholders.

'The exceptional every day' is about Mitie being the best it can be – colleagues working together, knowing what to expect of each other and delivering the exceptional for our customers. Keeping our promises. Day in, day out.

There are five core values that shape how we behave at Mitie:

- 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

You can find an overview of our vision and values on our induction site at www.welcometomitie.com.

'One Team'

We will build a 'one team' culture by incorporating our values into our day to day service delivery. Any jobs or tasks that you see whilst at work, you have a responsibility to own. You will have the support of the wider Mitie team and by working together, we will be proactive and meet Royal London's expectations.

3.3 Overview - Royal London Contract and Services

Our new Contract commences on 03rd October 2020. The partnership is a five-year contract with a +1 +1 year extension potential. This is a full IFM contract providing all FM services across three UK locations: Edinburgh, Manchester and London.

Our services include dedicated and mobile mechanical and electrical planned and reactive maintenance, 24/7 Helpdesk services, Workplace Concierge and Front of House solutions, Energy, Waste, Connected Workspace, Cleaning, Security, Grounds Maintenance and Catering with our partners Gather & Gather (CH&CO). We will also be offering Technology solutions which include Aria app, Mozaic, Direct Audits, Maximo and Project Support.

Royal London is a Strategic Dedicated Account reporting into Beverley Winrow, MD. We will operate as a unitary model with all contract responsibility sitting with the dedicated Account Director and supported by three Regional Facilities Managers.



The Services

Within this Know How Guide you will find an introduction to all of the services we will be delivering together during our partnership with Royal London.

- FM Hard Services
 - Mechanical, Electrical, Heating, Ventilation and Air Conditioning (HVAC), Fabric building maintenance and other hard services
 - Specialist subcontractor support
 - Planned and Reactive Maintenance
 - Asset Management
 - Compliance and Risk Management

- Soft Services for all areas
 - Cleaning
 - Pest Control
 - Ground Maintenance
 - Gritting and Snow Clearance
 - Front of House services: reception, Workplace Concierge, mailroom services
 - Security Services
 - Waste Management

- Catering via our strategic partnership with Gather & Gather (CH&CO)
 - restaurants, hospitality, coffee bars

- Connected Workspace
 - Building optimisation via the use of sensor technology
- Energy Management
- Techology – including Aria, Mozaic, Maximo and Direct Audits
- Helpdesk 24/7
- Service Operating Centre (SOC)
- Reporting and Governance

Below is a table to highlight by location where the services will be delivered.

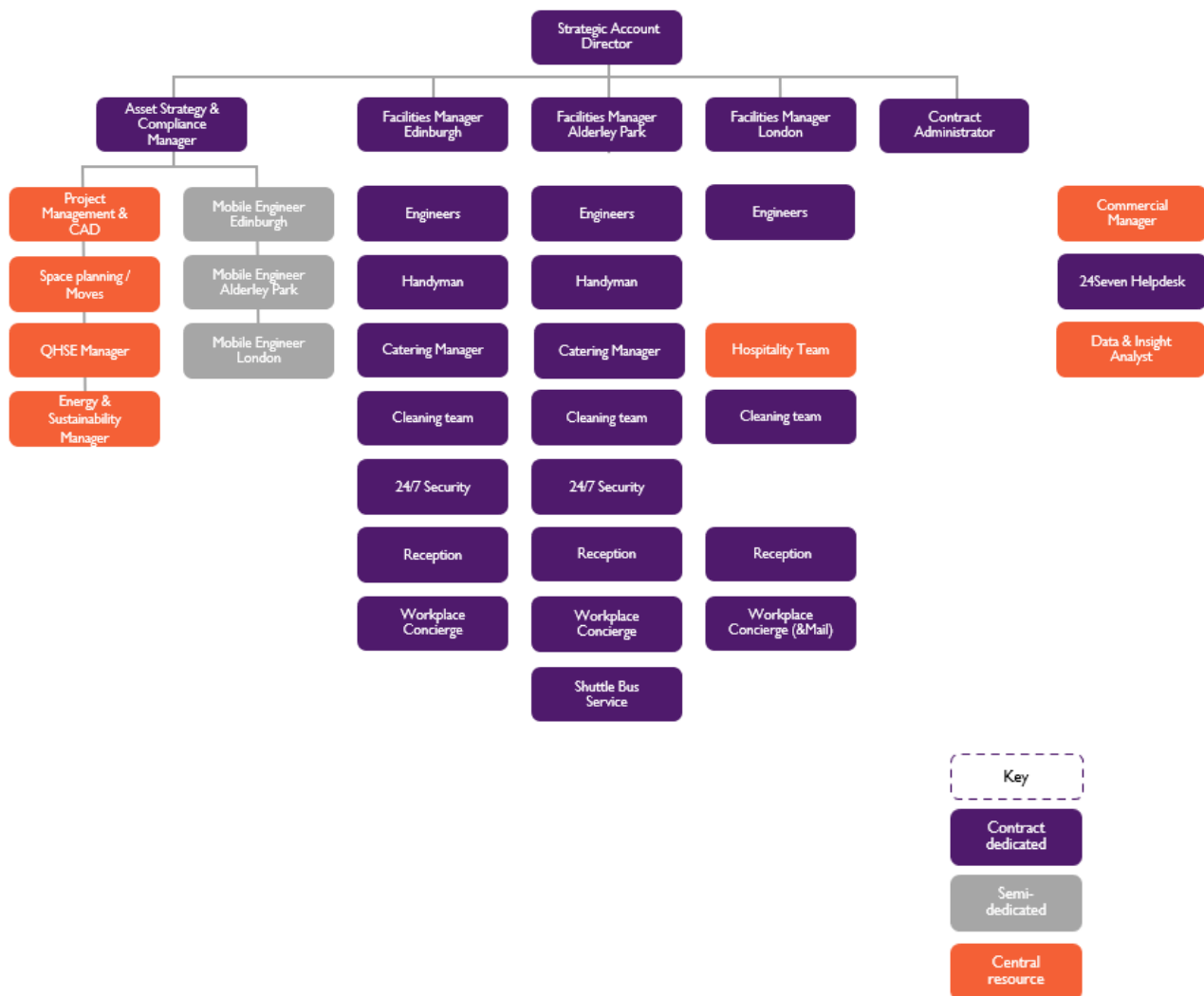
Services	Alderley Park	Thistle Street	Haymarket	Henderson Place	London
Account management, admin & helpdesk	Y	Y	Y	Y	Y
Building maintenance	Y	Y	Y	Y	Y
Cleaning	Y	Y	Y	Y	Y
Pest Control	Y	Y	Y	Y	Y
Waste Management	Y	Y	Y	Y	Y
Grounds maintenance	Y		Y	Y	
Security (manned guarding)	Y	Y	Y	Y	
Reception	Y	Y		Y	Y
Mailroom					Y
Workplace Concierge	Y	Y	Y	Y	Y
Catering including vending services	Y	Y	Y	Y	
Hospitality services	Y	Y	Y	Y	Y

What we want to achieve

- A **trusted partnership** between Mitie and Royal London.
- The **continuous improvement** of our service delivery.
- Developed, implemented and tested best practice through **integrated delivery**.
- Aligned delivery model with the One Team ethos at the heart of everything we do.
- The creation of a culture based on our combined values, that supports team and individual growth and positivity through robust communication strategies, development, training and cross functional working.

Organisational Structure

Team Structure and Interfaces



The Contract Structure

The contract framework has been created to optimise our service delivery and create “Great Places to Work” and exceptional customer experiences.

It is arranged as follows:

1. **Service Agreement** – This is the core agreement for the overall contract between Mitie and Royal London and includes contract scope, Key Performance Indicators (KPIs) and Service Level Agreements (SLAs), pricing, margins, liabilities, service credits and governance procedures.
2. **Area Specification** - Contract management and operational references
3. **Site Specific** – Local site-specific documents providing insight into each location with scope and services required.

Our management team will help you with understanding our contractual obligations and the support we require from you to achieve them.

Service Levels and KPIs: How our performance will be measured

Service Levels and Key Performance Indicators (KPIs) are the method in which we will monitor and measure our performance across all aspects of the contract.

Service	KPI Requirement
Health & Safety	Zero RIDDOR accidents related to Mitie staff or activities, each month, where Mitie are at fault due to lack of process compliance.
	Risk Assessments and Method Statements in place and accurately and appropriately available to Mitie staff and on request by Royal London.
	Compliance with all legal obligations under Mitie and Royal London QHSE policy, all incidents and accidents reported correctly, accurately and on a timely basis.
	No breaches of any Royal London site rules or procedures by Mitie team.
Maintenance & Repairs	Service Provider to provide (in advance) a 12-month PPM schedule. This must be updated and any changes communicated at the monthly performance reviews.
	Service Provider to ensure a Statutory and Mandatory compliant service provision (unless access to work denied by Royal London).
	Completion of all P1-2 Reactive Requests within SLA.
	Completion of all P3-P5 Reactive Requests within SLA.
	No failure of critical M&E plant or equipment under Mitie's management as a result of Mitie's negligence.
	Failure to report any remedials, faults or actions derived from that of any maintenance, survey or assessment carried out by the Service Provider and Service Provider contractors.
	Building operated within the client's comfort policy.
	No substantiated complaints received regarding workmanship, completion of works, response times (where within SLA) and customer service received.
Cleaning, waste & pest services	All planned daily cleaning tasks undertaken within 24 hours and washroom supplies provided in line with specification
	All periodic cleaning tasks scheduled for the month have been completed and signed off as satisfactory by the RLG Workplace Management Team
	All P1 reactive cleaning requests responded to within service levels
	All P2 reactive cleaning requests responded to within service levels
	Cleaning audits to be passed across all sites
	All planned pest control routine visits undertaken within planned timeframe
	Completion of all Pest control call outs within (mobile) P2 & P3 SLA's
	Collection, removal and disposal of general / confidential / food / dry mixed recycling waste materials in line with planned collection schedule
	Fulfilment of all regulatory obligations in respect of confidential waste collection
	No failure to provide waste transfer note on request

Service	KPI Requirement
Grounds maintenance	All grounds maintenance delivered to the agreed planned maintenance schedule and sign off obtained for works undertaken by RLG Workplace Manager for each intervention.
	Completion of all P1-2 Reactive Requests within SLA.
	Completion of all P3-P5 Reactive Requests within SLA.
	No failure to deliver a snow clearance and ice gritting service.
Catering	Availability - restaurant available at agreed opening times per site.
	The Supplier shall source produce and products from UK accredited initiatives that consider product quality, sustainability, product methods and animal welfare; e.g. Red Tractor assured meat, Marine Stewardship Council approved buy-list fish, alongside local, seasonal produce wherever possible.
	The Supplier shall deliver a programme of customer satisfaction, including "mystery dining" audits conducted by an impartial 3rd third party supplier nominated by the Supplier.
	Hygiene ratings - The Supplier shall be required to retain a food hygiene rating score of four or higher, or a "pass" in Scotland, at Royal London Group Premises where the Catering Services are provided.
	Hospitality delivery service - The Supplier shall deliver the hospitality within a 15-minute tolerance of the booking time specified in the nominated Hospitality Booking System.
	Vending servicing - The Supplier shall provide a fully comprehensive service including responding to an unlimited number of reactive repair requests within eight hours from notification of a fault and provide full parts and labour within its scope. This will include availability of a minimum of [X%] of products in each machine at all times.
Security	To provide manned guarding in accordance with agreed manning levels and Assignment Instructions.
	Response to any incidents and emergency evacuations dealt with to the satisfaction of the RLG Workplace team and reported accordingly.
	Patrols shall be made of the interior and exterior of the premises (a minimum of one patrol every four hours). Each interior and exterior patrol must be individually recorded as shall identification of any malfunctioning of plant/equipment, potential breaches of security reported immediately using the escalation procedure.
Workplace Services	All Workplace and Front of House roles provided in line with agreed manning levels.
	Number of calls raised by non-facilities and estates members of staff showing a reduction month on month.
	"Rate Me Today" - target to be agreed (e.g. 90% positive each month).
	Visitor records kept accurately and available to Royal London on request.
	Mail services (London only) provided in accordance with specification.
	Completion of all P1-2 Reactive Requests within SLA.
	All meeting room requests dealt with in line with specification.
	All Workplace Concierge team are trained in 'top 5' IT desktop faults and provide an effective first fix desktop response.

Service		KPI Requirement
Management, Administration & Helpdesk		No Failure to address customers/stakeholders in the appropriate manner. Repeated failure to be clean, smart and wearing appropriate assigned uniform.
		Service Provider does not cause any event that has a negative impact to the reputation of RLG.
		Ensure full compliance to RLG policies in respect of: - Vetting - Security - Data - Site inductions - QHSE Including up to date policy library on site in printed format.
		Change requests completed, actioned and signed off within time frame agreed at time of change request.
		Ensure that customer feedback is continually captured and continual improvements initiatives are reflective of customer needs. Positive upward trend of positive over negative feedbacks received.
		Mozaic is available to all relevant RLG staff to review performance data 24/7 unless by prior notification by Mitie.
		The CAFM system is updated daily and an asset list in excel format download given to RLG on a monthly basis.
		Service Provider to provide a helpdesk service 24 hours a day, 7 days a week.
		Customer satisfaction survey to be undertaken within first 3 months post Service Commencement and then at least six-monthly thereafter. Minimum score of [X%] to be achieved on each survey as agreed between the Parties prior to each survey. Previous survey results must have been actioned as agreed.

What you can do to help the team achieve these goals

By working together as ‘one team’ and being proactive in our approach, we will ensure that we meet Royal London’s expectations to the above KPIs. In addition to reading this document and your Employee Handbook, you will also be given training to support you in your role in helping us achieve our performance ambitions and your personal goals.

But more importantly, be open to new ideas, be willing to improve and provide feedback to our management teams any successes and failures.

4. Environment Health and Safety

4.1 Health and Safety

Within Mitie, we refer to **EHS as QSHE (Quality, Safety, Health and Environment)**.

Mitie has a companywide QSHE programme, **LiveSafe**, developed from the need to constantly improve our quality and safety performance across Mitie. The ultimate objective for Mitie is to achieve **Zero Harm** in the workplace.

Visit the LiveSafe page on Minet for more information. <https://mitiegrp.sharepoint.com/sites/minet>

The LiveSafe programme is **underpinned by a set of principles and a set of rules** that are designed to help us keep ourselves, our colleagues and those affected by our operations, safe. **We've created a rules booklet which you can access on Minet, on the LiveSafe page.**

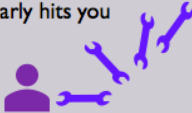

There are **3 main things** we ask you to remember:

1. In the event of an **ACCIDENT, CALL LIFELINE: 0800 633 5115**



2. Report a Hazard or Near Miss

What is a hazard	What should I do?	Some Examples	Impact on you!
<ul style="list-style-type: none"> ✓ Hazard is something with the potential to cause harm <p>Hazard below Cover not in place!</p> 	<ul style="list-style-type: none"> ✓ Spot it ✓ Fix it ✓ Report it <p>0800 633 5115</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> Trip hazard <input type="checkbox"/> Slip hazard <input type="checkbox"/> Exposed cable <input type="checkbox"/> Potential falling object <input type="checkbox"/> Potential asbestos <input type="checkbox"/> Faulty ladder <input type="checkbox"/> Missing covers <input type="checkbox"/> Fall from heights <input type="checkbox"/> Unsafe work practice 	<ul style="list-style-type: none"> <input type="checkbox"/> This will take 5 minutes <input type="checkbox"/> No investigation <p>You need...</p> <ul style="list-style-type: none"> ✓ Site name ✓ Site location ✓ Postcode ✓ Employee number ✓ Description ✓ Tell them it's closed

What is a near miss	What should I do?	Some Examples	Impact on you!
<ul style="list-style-type: none"> ✓ Something that nearly harms you <p>Near miss below Falling object like a spanner from high level nearly hits you</p> 	<ul style="list-style-type: none"> ✓ Report it ✓ Make safe ✓ Investigate <p>0800 633 5115</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> Tile or other type of object falls and nearly hits you <input type="checkbox"/> Slip and fall on wet floor, no injury <input type="checkbox"/> Ladder slips and you nearly fall <p>There are many more!</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Reporting will take 5 minutes <input type="checkbox"/> Investigation 1 hour to 1 day <i>Depends on event!</i> <p>You need...</p> <ul style="list-style-type: none"> ✓ Site name ✓ Site location ✓ Postcode ✓ Employee number ✓ Description

3. Understand a point of work risk assessment

Training will be provided at site.

Risk Assessment stages



- Identify the hazards
- Who might be harmed?
- Evaluate the risks
- Control Measures
- Record your significant findings



You can access a range of materials related to LiveSafe on Minet.

You need to:

- Read the LiveSafe page on Minet for more information on how to get involved
- Complete the LiveSafe Survey (it takes just a few minutes)
- Read, understand and always comply with the LiveSafe rules (remember that compliance is mandatory)

Find out more:

Search for LiveSafe on Minet. <https://mitiegrp.sharepoint.com/sites/minet>

4.2 COVID-19 Guidance

COVID-19 has caused us to take precautionary measures as we return to work. Your health and safety are our main concerns and we ask that you follow best practice regarding social distancing, PPE usage, hygiene and your mental health.

COVID-19 protocol will be covered in your upcoming training sessions, bespoke to your workstream and site. Further guidance on these issues can be found on our Coronavirus Communications Hub within Minet and in Videos links as follows:

- Coronavirus Communications Hub
<https://mitiegrp.sharepoint.com/sites/CommunicationsHub/SitePages/Coronavirus-communications-hub.aspx>
- VIDEO Frontline Toolbox talk <https://vimeo.com/401033783>
- VIDEO Safe System of Work – Resident & Mobile sites
<https://vimeo.com/403287443/318827a4a6>

Reporting a COVID-19 Case: Please report cases of COVID-19 by sending an email with a completed Coronavirus Notification Form.

- Email: CV19@mitie.com
- Form:
<https://forms.office.com/Pages/ResponsePage.aspx?id=tOBmnox2BkWhn5EyAWV8jfmijkGnNZCo82-nTbXCZtUMzRKSDVXMkVLVzNYU1VZUzA4T1hVWVVIWS4u>

Please familiarise yourself with the information in these resources to help keep us all safe. If you have any questions or concerns, please contact your manager in the first instance.

Find out more:

Check Minet for all Communications and Guidance on COVID-19.

4.3 Sustainability and the environment

Introduction

For Mitie, sustainability is integral to the way we do business. We regularly publish our commitments in the area of sustainability, with the most recent Social Value Report available, showing our progress in Employment, Responsibility, Community, Environment and Innovation. You can find out more by visiting the Sustainability section on Minet and on the Mitie website.

Environment

In 2010, we committed to reducing our carbon footprint by 35% by 2020. We are pleased to report that we surpassed this target one year early with a carbon footprint reduction of 37.4% to date. Going green takes effort, which is why we have established Sustainability working and steering committees. It's our aim to become the UK's FM sustainability leader through a range of initiatives and our people, products and services are integral to this.

How you can help

Our people play a key role in helping us achieve our environmental commitments and we introduce measures across our estate – and encourage our clients to do the same – to encourage participation.

We provide access to the Resource Aware e-learning platform for training on reducing carbon emissions, waste and water usage. This scheme is accredited by CPD UK, the Energy Institute and the Future Water Association.

On the Royal London contract, we encourage you to support this work by:

1. Considering your actions against the harm to the environment.
2. Thinking whether a task or activity can be done in a different and safe way to reduce any impact on the environment.
3. Making sure you're aware of the correct waste disposal systems on site.
4. Sharing any ideas or suggestions to improve our work in this area, such as energy savings and suggestions for the reduction of waste and CO2 emissions, with your Line Manager or QHSE manager.

Find out more:

Search for Sustainability on Minet

<https://mitiegrp.sharepoint.com/sites/minet/func/sustainability>

or check

<https://www.mitie.com/sustainability/>

5. Quality and Compliance

Introduction

We know that you are experts in your field and that you recognise the importance of quality and compliance for Royal London across everything we do in Mitie.

There are no changes in terms of the critical importance of quality and compliance on this contract so please keep up the great work you're doing to deliver an excellent and compliant service to Royal London.

Speak up, speak out

If you see something you know is not being done right, especially by someone new to the team, tell them. Even if this is a manager, let them know, 'we are one team'.

Whistleblowing

If you have a legitimate concern that malpractice has occurred or is likely to occur, you can relay this information to Mitie's independent whistleblowing service provider, Expolink. This service is available 24/7 to handle such concerns in a confidential manner. All cases will be investigated within 30 days and callers can remain anonymous.

Mitie auditing

In addition to the audits carried out by Royal London and other external regulators, there will be regular QHSE audits conducted by the wider Mitie team.

We have a structured monitoring regime across all contracts, which gives us an off-site perspective on the services we are providing and allows us to monitor compliance across the whole of Mitie.

Standard Operating Procedures (SOPs) and other documentation

The SOPs that you currently work to need to be reviewed and formulated in line with both Royal London and Mitie's requirements. We will communicate any changes to you and guidance will be given to ensure complete understanding.

Find out more:

If you need to speak out, please submit your concern to Mitie's independent whistleblowing service provider, Expolink, which is available 24/7 to handle your concerns.

Expolink - www.wrs.expolink.co.uk/mitie Tel: 0800 374199

Check Minet for all Mitie Policies, Procedures, Forms and Handbooks.

<https://mitiegrp.sharepoint.com/sites/minet>

6. Human Resources and Payroll

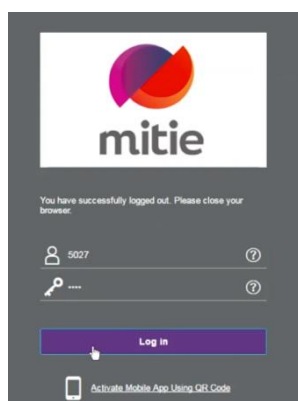
Introduction

Many different teams come under the umbrella of HR, including Learning and Development and Internal Communications, so we're covering the essentials you need to know in here. If you have any questions about HR, please check the People section on the Mitie intranet, Minet, in the first instance.

6.1 Our Systems

We have a number of systems we use that help you to access the HR information you need. Here's a quick overview to explain the main systems you will come across.

Success Factors is the main portal from which you can access all the information you need, through both a computer and a smart phone. You'll need a username and password to get access, which will be provided to you.



Success Factors gives you the opportunity to take personal responsibility over your information rather than contacting the HR team. Through Success Factors, you will be able to connect to:

MiPayslips- this is the place where you can get online access to your payslips. You'll need your employee number, email address and password to log on once you have registered to access these through the system.

The Learning Hub - where you can find out more about the Learning and Development opportunities available to you within Mitie.

MiDeals – get access to discounts and deals exclusive to Mitie employees.

6.2 How to change your personal details

Simply log on to Success Factors and you will be able to change your details there. Training will be available to all employees at the point of transfer to help them get set up and access to these systems.

6.2 How to access training and development

Access to training and development is available through The Learning Hub, via Success Factors. We have developed our Learning and Development core offering which comprises five pillars (see below). By visiting the Learning & Development site on Minet, you can find out more about our core offering, check what's available in your own business area and see more information about what is accessible to you.

<https://mitiegrp.sharepoint.com/sites/minet/func/hr/training/Pages/home.aspx>



6.4 How to submit a holiday request

The Mitie Holiday year runs from 1st April to 31st March.

All employees requesting annual leave should get authorisation from their Line Manager and give as much notice as possible. Read the Mitie Employee Handbook for more information.

You can find the annual leave request form on Minet or alternatively, you can book leave through the People Hub.

6.5 Payroll

Salary paid employees are paid on the 27th of each month for the whole calendar year.

Hourly paid Cleaning employees will be paid on a four-weekly basis. As you transferred into Mitie on 3rd October 2020, your next pay date will be 21st October 2020 for any hours worked during the period of 3rd October to 11th October 2020. Your line manager will be able to inform you of the four weekly pay dates for the remainder of 2020.

Hourly paid Security employees will be paid on a four-weekly basis. As you transferred into Mitie on 3rd October 2020, your next pay date will be 30th October 2020 for any hours worked during the period 3rd October 2020 to 25th October 2020. Your line manager will be able to inform you of the four weekly pay dates for the remainder of 2020.

Make sure to register with Success Factors to get direct access to your payslips. You'll need your **National Insurance** and **Employee Number** the first time you log in.

If you incur any expenses through your work, you will need to claim these through the Concur system. To do this, you will need to be set up on the system before you try to claim your expenses, which will require approval from your Line Manager and a finance manager. Talk to your Line Manager for more information.

6.6 Performance Review

For both managers and employees, please visit the MiReview section of Minet. This explains the process we suggest you follow for your review and provides access to the relevant forms and information.

Our performance calendar runs from April to April you will have a full review in March and then a mid-year review in September – these are an open conversation with you and your line manager to discuss your achievements during the year, agree your objectives and targets for the forthcoming period, and highlight all training and development needs required and needed.

It's our aim that performance reviews are focused on the discussion, not the paperwork so, based on employee feedback, MiReview has been designed to be as straightforward as possible.

6.7 The 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! You can also download a poster to display on site.

How to access Celebration Hub and register yourself as a user:

STEP 1: Visit www.celebration-hub.com

STEP 2: Click 'register to get access' and enter your NI number and DOB and choose a password...

STEP 3: Your account will be created, and you can explore **Celebration Hub** straight away!

And remember...

You can access **Celebration Hub** anytime, anywhere, on your laptop, mobile or tablet. You can even save Celebration Hub as a shortcut on your home screen so you can access it at a click of a button.

Are you stuck? Our helpdesk is on hand 24/7 to help via email, instant chat or phone. If you need a hand just click on 'Help & Support' then 'Contact Us' within Celebration Hub to speak to the team.

6.8 How to hire a Permanent or Fixed Term employee (for managers)

All permanent and fixed term roles need to be recruited via the Talent Hub on Minet. SmartRecruiters is our new technology solution to raise and manage all permanent and fixed term recruitment needs, including internal and external roles. There are two different types of recruitment services supporting hiring; entry-level (**volume**) and **specialist**/management level.

Volume hiring: this is a transactional service where high volumes of multiple roles are required (e.g. Operatives). Volume Roles are typically having an annual salary of less than £20,000 and require multiple people with the same skillset. This process is led by the Manager and is predominantly self-service using the SmartRecruiters platform throughout the hiring process. However, there is a dedicated volume recruitment team on hand to help and support Managers, typically where there are significant volumes to recruit or to support with hard to fill roles. The team is also on hand to provide help with using SmartRecruiters and offers basic admin support.

Specialist hiring: this is for managerial or specialist roles where the annual salary typically sits above £20,000. The process is managed end to end by our in-house Specialist Recruitment team. After the role is approved, the recruiter assigned to the vacancy will contact you to discuss your requirement and the attraction approach. This includes advising on agency utilisation, if needed. We have a dedicated preferred supplier list at Mitie which must be adhered to. Please see below for recruitment guides and where to go for queries:

Vacancy Specific Enquiries - Specialist:
SpecialistResourcing@mitie.com
Tel: 0116 261 5017

Vacancy Specific Enquiries – Volume
VolumeResourcing@mitie.com
Tel: 0116 261 5033

6.9 How to hire a temporary worker (for managers)

In October 2019, we created a 'Mitie Temporary Resourcing' Function, partnering with Retinue, our master vendor for contingent and temporary recruitment. This has huge benefit to the business in the following ways:

- We have created a consistent approach across Mitie, providing clear visibility of our workforce and spend, clear governance and tighter cost controls.
- These savings rely on a Vendor Management System (VMS365) to recruit and pay our contingent and temporary labour.
- Retinue is our only preferred supplier for contingent labour (Harvey Nash for IS) and no other suppliers should be used.

For all non-permanent workers please visit the Retinue Portal on Minet.

6.10 How to set up a new starter (for managers)

We have a dedicated Manager's toolkit for onboarding new recruits here:

[https://rise.articulate.com/share/0emhRB3L4SG4LOtZp4Ob7t4HrwNf6nv6#/#/](https://rise.articulate.com/share/0emhRB3L4SG4LOtZp4Ob7t4HrwNf6nv6#/)

This toolkit details the onboarding process, the actions a manager will need to take and the links to order any equipment required. This toolkit is automatically sent to all hiring managers from SuccessFactors throughout the onboarding process.

6.11 How to get advice on an employee relations and other HR issues (for managers)

You should contact the People Support team through our new 'Ask HR' ticketing system which can be asked either through Success Factors or Minet. Alternatively, you can use the support phone line 0330 1234 005.

What can I use 'Ask HR' for? You can use Ask HR for all the questions and queries you would usually direct to People Support. This includes queries relating to:

- Policies and procedures
- People Hub
- COVID-19
- Furlough
- Requests for copies of contracts
- New Life Assurance policies

When you raise a query, it will be logged as a ticket and you will be able to monitor the progress of your request through the system.

Where can I find Ask HR? You can find the Ask HR system on People Hub. You can access People Hub through the MiNet homepage or via www.mitie.com/peoplehub. If you don't know your People Hub password, please select the question mark next to the password field to reset it. If you're still unable to access People Hub, please call the support line on 0330 123 4005.

How do I log in to Ask HR and raise a ticket? Please use your People Hub log in details to access the Ask HR system. To raise a ticket, please select the option that best relates to the subject of your enquiry from the drop-down menu. You will be asked to enter some additional information and your query will then be automatically logged with the People Support team. We've created these guides to help you log in and use the system.

Who should use Ask HR? Ask HR is available to all employees at Mitie and must be used for all requests and queries for the People Support teams. If you have any questions, please contact your Line Manager or call 0330 1234 005.

6.12 What to do when an employee leaves (for managers)

When an employee's employment with Mitie comes to an end, we want to make sure that this transition is handled as professionally as possible and with respect and dignity.

Depending on the circumstances, we need to make sure the exit is as smooth as possible. Full details for managers can be accessed on the BMS, but here are some of the key points to remember:

- When someone decides to end their employment with us, we expect the relevant contractual notice period to be given, so we can recruit a replacement and have an effective handover.
- In all cases where it's not the employee's decision to end employment, we will follow the correct and relevant procedure (redundancy, disciplinary, TUPE) in compliance with the relevant employment legislation.
- Managers are responsible for carrying out exit interviews (where appropriate) and to remind the employee of the confidentiality and data protection clauses in their employment contract.
- Guidance on the HR and IT processes to follow for when a member of your team is leaving, can be found here – <https://mitiegrp.sharepoint.com/sites/minet/news/Pages/What-to-do-if-a-member-of-your-team-is-leaving.aspx>
- Finally, you will need to collect the leaver's IT equipment, including any mobile phones or PDAs.

7. IT

Introduction

Information Technology is an important part of our working lives and at some time during your career with Mitie you are likely to use a laptop, computer or mobile phone.

7.1 Minet – the Mitie intranet

The Mitie intranet, Minet, can be accessed by clicking on the internet icon on your Mitie provided PC/laptop. This site contains information and links for the whole of the Mitie group.

The Mitie People Hub website can be accessed on any internet connected device via www.mitie.com/peoplehub. Log onto People Hub using your Employee ID number and Password. If you have issues with your password, click on the question mark, which will give you the option to reset it.

Please note that Payslips are not available through the mobile app.

7.2 Key Principles

We have some key principles that we ask everyone to follow when using any IT equipment at work – these are detailed in the Mitie Employee Handbook.

7.3 IT Service Desk

If you have any issues relating to your equipment (hardware) supplied by Mitie, please contact the Mitie Service Desk in the following ways:

- For non-urgent issue, use the self-service portal on Minet (<https://mitie.service-now.com/sp>). You can also contact the Service Desk via Skype by searching MitieITServiceDeskChat.
- Select the MilT tile and select, 'Report an Issue'. Fill in the 'Complete Incident' form and submit.
- For **urgent** requests call **+44 (0) 141 278 5555**. This includes requests for password resets.
- The Service Desk is open 24/7.

7.4 Requests for new IT Equipment

Most new IT equipment (PCs, laptops, mobile phones etc) can be ordered by completing the form available on Minet which can be found here: https://mitie.service-now.com/sp?id=sc_home. Just select from the Service Catalogue what you're looking for and then complete the form.

Please remember that most items will need Line Manager approval. If you are unable to access the electronic form, let your Line Manager know and they may be able to complete the form for you.

7.5 Key Policies

Please make sure that you and your team have read and understood the key IT policies, which are included in your Employee Handbook.

7.6 Future changes and developments

With the transfer to a service delivered by Mitie, our aim is to minimise disruption and ensure continuity of services. However, we will be developing and improving our service in the future and would welcome your contribution in achieving this. If you have any thoughts or ideas about how our delivery can be improved, please discuss them with your Line Manager.

7.7 Information security

The Mitie Information Security team work to ensure we operate our technology in a safe and secure environment. This is fundamental to building trust with our customers that their data and services are safe in our hands.

We have a large number of security toolsets which go a long way to keeping our people, assets and data safe and they provide us with a great picture of how we are defending ourselves from today's cyber threats. However, the most important part of our defence is the awareness and capabilities of our staff to spot the threats that target them.

Things that you might come across:

- Phishing emails with malicious links in them
- Websites with adverts containing malware (malvertising)
- Social engineering calls or SMS messages or IM messages

Things you can do:

- Look after your IT equipment and keep installed software up to date by rebooting when asked.
- Be aware of everyday Cyber threats and how to treat them.
- Think twice before clicking.
- Ask for help from Information Security when unsure.

We are also here to help you with more business focussed activities such as providing support for bids, mobilisations, customer audits and general Infosec consultancy.

For the latest updates please refer to

<https://mitiegrp.sharepoint.com/sites/is/SitePages/Information-Security.aspx>

8 Engineering Services (Hard Services)

Helpdesks, Work Orders and Assets

8.1 Helpdesks

As of today, all work order requests will be logged on the Royal London Helpdesk. We encourage everyone on the contract to get in touch with the Helpdesk to raise work orders if they spot something that needs to be fixed.

For example, a member of the cleaning team may notice that lights are out in a toilet during the daily clean. In this case, they should contact the Helpdesk to report that the light is out. The Helpdesk will then raise a work order and have it assigned to the correct supervisor.

Contact details for the Helpdesk are as follows:

Email: RLWorkplace.Helpdesk@mitie.com

Phone: 03330 155382

Urgent "Priority 1" work orders must be telephoned through to the Helpdesk whenever possible. When the task has been logged, the RL Helpdesk team will dispatch the task to the relevant team member for attendance and completion. Each work order raised will have a priority, which states what our target attendance and target make safe and repair time will be. Each month, the Mitie team will submit a report stating our performance. It is the responsibility of the whole team to ensure that work orders are managed robustly within the timeframes, with an excellent level of service being delivered, within the priority set on the task. Our work order performance is applicable across all service lines and failure to meet stated service levels in the contract could result in a financial penalty being issued to us. If an extension to the task is required, for example the room/ asset not being available, or factors outside our control, we have an extensions process we can use.

Both Mitie and Royal London colleagues will also have the ability, via Aria, to log work orders online using our Chatbot function. On making a request for work, colleagues will receive a notification email, containing details such as work order number and SLA attendance. This interface will also be available to colleagues via the Royal London portal.

8.2 Work Orders

All Planned Preventative Maintenance (PPM) jobs will be managed in Maximo. Where appropriate, certification must be uploaded to tasks in Maximo to demonstrate compliance. Site logbooks must also be kept up to date to demonstrate that relevant building checks are being recorded. Site files will also be created and these will detail what hard copy certification must be kept on site.

8.3 Logging Work Order Requests

Members of the team where appropriate will be issued with a mobile device with an application built in called Mijobs. The Mijobs application will be used as a means of receiving work requests, giving the team member the ability to record progress on the task, seeing through to completion. The Mijobs app will also provide the user with the ability to add log notes, take photographs and scan barcodes. More than one work order may be assigned to the team member, and in this case the user will be able to see the “queue” of their tasks and be able to prioritise in terms of urgency.

For our engineering colleagues, e-timesheets are used in the business, making the engineer responsible and in control of the correct logging of hours of their time spent on the job during the week. This process gives the engineer the ability to log time such as travel, training, time on task, absence from work and others. Further details and full training will be provided by the Mitie operations teams.

For those colleagues who will not be issued with a mobile device that doesn't have the Mijobs application, work orders will be assigned to “owners”. This means that work orders may be issued to a central resource on site and be dispatched to the relevant team member for completion. Specific details about how work tasks will be issued will be explained by the respective team leaders on site.

8.4 Compliance

Compliance means conforming to a rule, such as a specification, policy, standard or law. In the maintenance world, it is to ensure that the assets/equipment/systems that Mitie is contracted to maintain have had the necessary checks (some of which are dictated by law) to satisfy its safe working for the next period.

Statutory: Mitie defines this as a Legislative requirement for a task (inspection, test risk assessment, service, etc) that is defined by work and frequency in a legislation or normative ACOP. The job must be carried out by competent persons or Accredited Supplier. (*) Further Mitie uses CIBSE Guide M, Charter 15 Appendix as a reference to define statutory tasks, any task that is classified as Statutory in the type of Inspection in the CIBSE Appendix, it is classified as Statutory in MiAMI.

Mandatory: Mitie defines this as an asset maintenance requirement for a task (frequency) that is defined by work in an ACOP or is best practice as defined in industry guidance and or its delivery is established in accordance with a corresponding Risk Assessment. It is also considered as Mandatory when assets which have importance due to their criticality or risk. (*) Further, Mitie uses CIBSE Guide M, Charter 15 Appendix as a reference to define statutory tasks, any task that is classified as Statutory in the type of Inspection in the CIBSE Appendix, it is classified as Statutory in MiAMI.

Critical: Mitie defines this as an asset maintenance task (services, inspection, test, etc.) which has importance due to criticality or prioritisation from the client and is not already classified as Statutory or Mandatory according to Mitie’s criteria.

Routine: Mite defines this as all other asset maintenance tasks (services, inspection, test, etc.) to maintain assets sufficient to protect value and meet sustainability commitments in accordance with contractual output, good practices and manufacturer requirements.

The following table shows the main category of planned preventative maintenance (PPM) task.

STATUTORY TASK	CLIENT CRITICAL TASK	MANDATORY TASK
<ul style="list-style-type: none"> A task where the type of work and frequency is defined directly by legislation or a relevant Approved Codes Of Practice (ACOP).The Job must be carried out by competent persons or Accredited Supplier. Mitie uses CIBSE Guide M, Chapter 15 as reference to define statutory tasks, any task that is classified as Statutory in the type of Inspection in the CIBSE Appendix, it is classified as Statutory by Mitie . If we fail to complete statutory maintenance activities as stipulated, we risk leaving Mitie out of statutory compliance, and both ourselves and our clients exposed to severe consequences, which can range from fines, through to imprisonment. 	<ul style="list-style-type: none"> A task that is not already classified as STATUTORY but has very high importance due to its criticality to or prioritisation by the client. Critical status should be used to identify tasks that are critical to a client's business continuity and those tasks where failure to deliver would expose Mitie to significant levels of financial or reputational risk. 	<ul style="list-style-type: none"> A task where the frequency is not determined by legislation of ACOP but the type of work is defined: either in an ACOP or by best practice industry guidance and/or the need for its delivery is established by a corresponding Risk Assessment. Mitie uses CIBSE Guide M, Chapter 15 as reference to define Mandatory tasks, any task that is classified as Operational, Risk assessment, Non- Statutory and Business Risk in the type of Inspection in the CIBSE appendix is classified as Mandatory by Mitie.

All other tasks required to protect value, extend asset life and meet sustainability commitments are classified by Mitie as Routine. Routine requirements can vary significantly depending on the contractual specification which should in turn reflect a combination of recognised good practice and manufacturer recommendations.

Mitie’s Asset Strategy and Compliance Manager, working with our central compliance team, will provide guidance on the tasks which require certification and the process for demonstrating compliance.

8.5 Assets

What is an asset?

There are two types of assets:

- **Immovable assets:**
 - Facilities such as offices, sports facilities, etc.
 - Infrastructure networks – power, water, roads etc.
- **Movable assets**
 - Items that are not permanently attached to immovable assets e.g. plant equipment, machinery, tools etc.

When assets change on Royal London

If it is identified that an asset no longer exists, please feed this information back to your Asset Strategy and Compliance Manager.

Mitie is responsible for the management, administration, maintenance and repair of all Assets as defined by the Asset Register developed and agreed during Mobilisation. If it is identified that an asset no longer exists, please feed this information back to your Asset Strategy and Compliance Manager.

How asset changes are made on Royal London

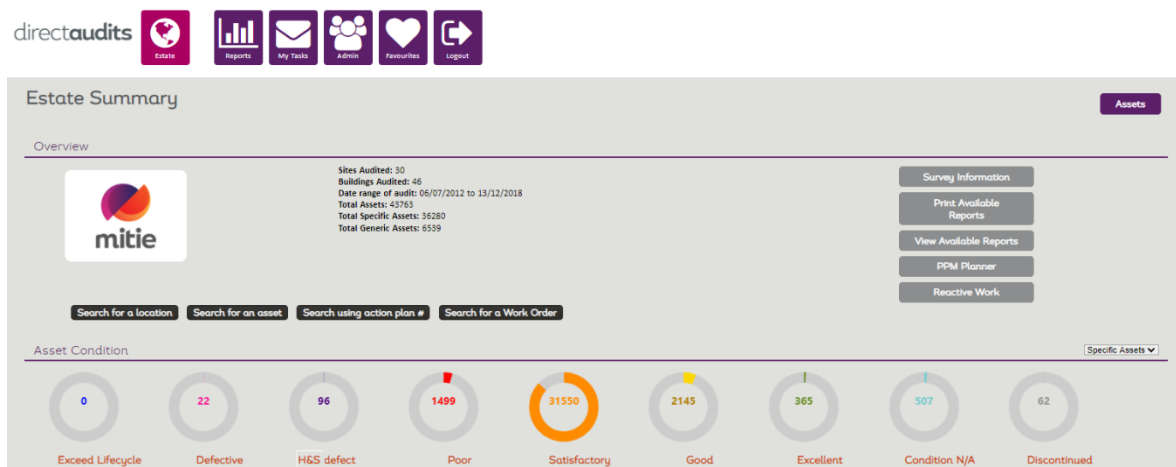
Any requests for changes to the asset database must be clearly referenced and will be logged, communicated and actioned with Royal London on a standard format. The Asset Strategy and Compliance Manager will be the liaison.

9 Direct Audits

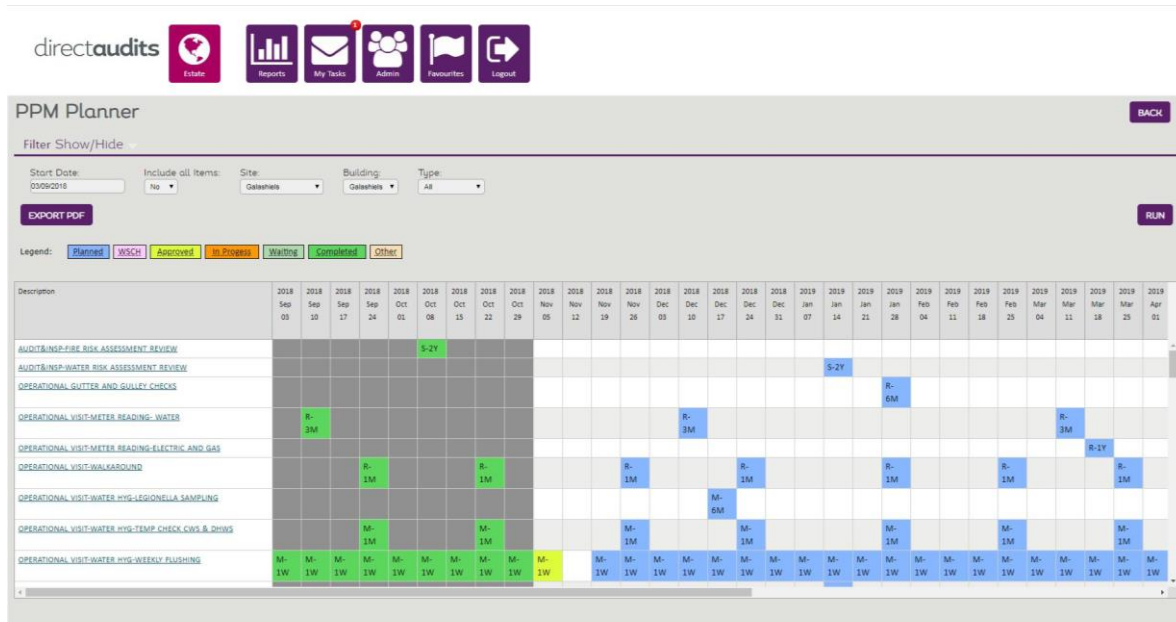
Mitie recently collected detailed information on all M&E assets across the Royal London estate. The information has been loaded onto the Direct Audits online portal.

The system allows you to view all the asset information and filter across the whole estate or by an individual building. The data has been linked with our CAFM system, Maximo, meaning the information will be regularly updated and accurate.

There is an interactive dashboard which allows you to drill down into the asset data and utilise graphs that display lifecycle information.



The system has a PPM planner section which can be exported into a PDF document. The detailed asset information can also be exported into an Excel document if required.



Direct Audits gives you the ability to view PPM work orders and any attached documentation or certificates that have been loaded into Maximo. There is also a reactive tasks drill down, allowing you to view information on all reactive tasks that have been raised.

The reactive work order history is viewable by status, priority and commodity.



The system also provides a FMR grid, providing indicative costs for asset replacement to help plan capital expenditure across the estate. The grid on the front page displays the asset information by category but this can be drilled into and filtered by building.

FMR by Type

ASSET CATEGORY	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	FUTURE	TOTAL
A/C & Chiller	£211,500	£194,500	£290,200	£183,500	£259,000	£359,500	£266,500	£390,900	£348,000	£348,600	£571,600	£3,423,800
Access	£80,000	£10,000	£0	£0	£10,000	£0	£35,000	£35,000	£35,000	£0	£0	£205,000
AHU & Ventilation	£205,000	£81,600	£75,900	£55,900	£174,500	£247,400	£108,400	£74,200	£64,900	£0	£155,100	£1,242,900
BMS & Controls	£14,300	£350	£1,550	£350	£1,550	£1,670	£0	£0	£32,200	£0	£3,100	£55,070
Boiler	£236,200	£39,600	£46,700	£29,900	£13,300	£33,800	£52,200	£71,800	£73,800	£3,700	£120,200	£721,200
Catering	£0	£0	£0	£4,800	£0	£0	£0	£0	£0	£0	£0	£4,800
Elec	£550,220	£318,935	£263,550	£275,700	£405,180	£575,710	£337,650	£322,960	£338,645	£31,975	£370,755	£3,791,280
Fire	£167,815	£74,655	£0	£49,310	£29,310	£14,655	£41,695	£19,540	£14,655	£9,770	£4,885	£426,290
Flue	£0	£0	£0	£0	£0	£0	£8,000	£32,000	£0	£18,000	£8,000	£66,000
Fuel	£0	£3,700	£950	£0	£950	£0	£0	£0	£0	£0	£950	£6,550
Generator	£0	£0	£0	£0	£0	£0	£150,000	£0	£0	£0	£150,000	£300,000
Heat Exchanger	£7,300	£151,300	£0	£91,700	£0	£275,100	£0	£7,300	£0	£0	£4,300	£537,000
	£25,000		£10,000		£10,000		£10,000			£10,000		

Your line manager should inform you if access to Direct Audits is required to perform your role. If it is, login details will be sent from the system when the user account has been successfully created. If you experience any issues using the system, please email the helpdesk at helpdesk@mitiecompliance.com.

10 Workspace Technologies: Maximo/Aria/Mozaic

As part of our contract with Royal London, a lot of exciting, new innovations and technology will be introduced. In this section, we will explain the functions of Maximo, Aria and Mozaic and how they will impact your work experience.

10.1 Maximo

Maximo is our core system within Mitie which we use to log all job requests. Additionally, all contract information is stored on Maximo. The System Support team will maintain Maximo and will be your first line of support for any issues or queries you may have. Any required reporting pulls all information from Maximo such as start and completion dates and times, KPI's, PPM Compliance data, etc.

How is Maximo used

All reactive, quoted and preventive maintenance jobs are logged within Maximo where agreed SLAs are applied to the work orders. Next, the admin teams will plan by priority of jobs and assign them to relevant, qualified engineers who will attend sites and resolve the issues or complete the required service. All jobs are actioned by the engineers on their PDAs where they will attach relevant documentation and pictures. All data attached to the job on the PDA feeds back through to Maximo for admin/clients to view. Once the job is completed, the work order within Maximo will update to the completed status and include the attendance start/ finish dates and time.

Maximo access

Before being provided access to Maximo, you will take part in a training session with one of our Maximo expert users. They will cover in detail where to view information and also how to operate around the system. Once training is finished, you will be provided with training material to which you can use going forward and the support team's contact details for further requirements.

10.2 Aria

Aria is Mitie's exciting new app for the next generation workplace, providing you with a single app through which to interact with colleagues, buildings and spaces. You'll be able to receive important building and event notifications, request concierge services, pre-order food and drink, find and book spaces and much more as we regularly continue to roll out new and compelling features.

Feed - Contains personalised notifications and actions including announcements, visitor arrival, parcel delivery, surveys and incident awareness.

Ask – Users can ask questions, submit help requests and report incidents to the site FM team.

Refuel – This feature provides the ability to view, order and purchase food and drink from the comfort of your desk via our site payment/loyalty partner.

Space – This feature provides the ability to view availability of workstations and book meeting rooms.

Aria benefits employees in many ways. The app can be personalised to contribute to a more efficient and pleasant work environment. It will give you more control to interact with your workspace and with each other more quickly and accurately. Aria also allows organisations to directly send information to, and receive information from, colleagues solving problems faster or, preferably, preventing them from happening in the first place.

10.3 Mozaic

Mozaic is our Connected Workspace online analytics portal which is available to your client teams. It allows them to make data-driven decisions by providing three key benefits:

- 1) Visibility of all building processes and systems performance, in one place, in real time.
- 2) Insight that identifies workspace inefficiencies, trends, and potential issues.
- 3) Response to identified insights and incidents. This includes a ticket-raising job management system to ensure the right people are allocated to the work, whether it's cleaning up a spill or fixing faulty equipment.

Mozaic users are granted accessed via the url: <https://mozaic.mitie.com/>

The key module within Mozaic is the Contract Performance module and displays data from Maximo relating to the jobs and related service levels undertaken by Mitie on behalf the client. This is done through 10 interactive Dashboards, showing Reactive and Planned Preventative Performance (PPM) data and trends.

11 Connected Workspace

Introduction

Royal London has entered into a strategic partnership with Mitie to implement a number of technologies across their buildings. The use of sensors is a core part of this. Royal London sites in Edinburgh, Manchester and London will have technologies introduced into their offices to help assess and then improve the quality of the workplace environment for their staff.

Sensors will be deployed at specific locations throughout each floor of a building, capturing information such as desk occupancy, environmental conditions and overall space utilisation.

What is the Digital Workplace?

The Digital Workplace helps companies to evolve their workplaces and sustain their operations by delivering solutions using sensor and space management technology. This technology provides insight into how the workplace is utilised.

11.1 Why are we doing this?

- To deliver work environments that are efficient and help Royal London do their work, and to better understand how the building operates and how it is used.
- It allows Mitie and Royal London to make beneficial adjustments to the office environment.
- It measures how workspace settings are being utilised. From the collected data amendments can be made in the provision of space and services to better fit Royal London’s working requirements.
- It provides a live floorplan view of desk availability across all floors.
- We expect a range of benefits to emerge, such as improved comfort and air quality.

11.2 What Technology will we be using?

Sensors will be installed in specific locations throughout the floors of Royal London buildings which will capture and analyse the environmental conditions such as temperature, light, noise and CO2 levels. The sensors will also feedback on how often desk and meeting rooms are being used and offer guidance that the correct settings and facilities are in place for the number of people on the floor.

This will be achieved by using the following devices:

- Occupancy Sensors
- Environmental Sensors

11.3 Live Floorplan View

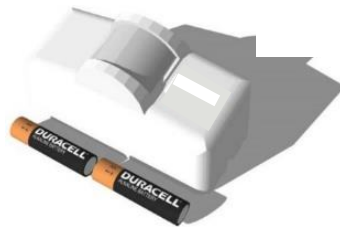
One benefit of having the sensors is access to an online Live Floorplan View. This view shows how well utilized desks and meeting rooms are on the office floor, and when they were last used.



11.4 The equipment

Sensors

Sensors are small discreet devices that will be fixed primarily to the underside of a work surface. They detect movement in the infrared spectrum much like home alarm sensors. Each sensor records this data with its local temperature and transmits it across a wireless network to a network Router. Sensors can also be fitted, and do not look out of place, in the corner of rooms or on walls.



Routers

Routers are plugged into available power points around the floors and normally under a bank of desks. There will be around 1 router to every 15 sensors. Routers collect and organize the data sent from the sensors and pass it along a wireless network to a Data Logger.



Data Loggers

The Data Logger takes the transmitted router information and sends this to a secure network data store.



11.5 FAQs

What is happening?

- As part of the strategic partnership between Royal London and Mitie, Edinburgh, Manchester and London sites will be utilising technologies in the workplace to support the Royal London with the improvement of their offices space.

What is the Digital Workplace?

- The Digital Workplace is a platform of inter-connected data capture products and services with data at the core. The data is analysed and interpreted to provide insight, with the use of sensors.

Why are we doing this?

The expected benefits of Digital Workplace are:

- To deliver work environments that are efficient and help staff to work, and to better understand how the buildings operate and how Royal London can work in them.
- The ability for Royal London and Mitie to adjust the work environments. We expect a range of benefits to emerge, such as improved comfort and air quality.

How does it work?

- A sensor is positioned under every individual workplace desk, under all seated locations under meeting room tables, and in the break-out areas. When someone is using a workplace, meeting room or table, this will be picked up by the sensor and occupancy data recorded.
- No personal data is being collected. Sensors will only be capturing data such as movement, presence, environmental conditions and overall usage.

Will it interrupt the way I work?

- No, there is no requirement to modify working practice and all equipment is designed to be installed discretely out of the way under working surfaces.

Is this tracking my time keeping?

- No, the system cannot positively identify an individual. Individuals will typically use multiple work styles or locations throughout a given day.

What are the benefits for me?

- The system is intended to improve a given working environment and helps in the introduction of new workplace styles preferred by today's users.

It all seems a bit like 'Big Brother'. Is it just a way of checking that I'm at my desk and working?

- This is a natural and common feeling when sensors are introduced into a workplace. Please be assured that this is not the case. It is purely to help us gauge how our workplace, meeting rooms and break-out areas are currently used to help inform the changes that will be made to the office design.

I'm pregnant; will the sensor be dangerous to me and the health of my baby?

- No, the sensors that are being used are fully checked for health and safety and would not be in use if there were any potential health and safety risks to anyone, regardless of being pregnant or not.

Are there any health risks associated with the wireless network devices?

- No, the power levels are significantly less than those associated with Wi-Fi or even individual cell phones.

What are the active elements in the sensors?

- The active element is a Passive Infrared motion sensor that senses the human body heat wave, there are no cameras, microphones or RFID tags.

Where will data be stored and who has access to it?

- Data is stored in Mitie's 3rd party partner platform.
- Data produced by sensors and systems is analysed for patterns and trends, from which changes to the workplace can be made.
- Because data is non-personal any changes are based on the overall group rather than any individual user.
- Data will be stored securely and in compliance with policy and legal obligations of both Mitie and Royal London

What data is being collected from the sensors and devices used by Mitie?

- Non-personal data such as movement, heat and overall space utilisation will be measured by the devices installed by Mitie.
- If any personal data is collected in future phases colleagues will be informed in advance, data will be anonymised before use and Mitie and Royal London group privacy policies will apply.

12 Workplace: Front of House, Security & Concierge

Our Workplace Team provides a crucial service: to create an enhanced work experience for our colleagues, customers and visitors. Our Front of House, Security and Concierge professionals are usually the first points of contact to anyone entering Royal London's buildings and are present to ensure that all goes smoothly during the working day.

12.1 Front of House

The Reception team are the welcoming face of Royal London. They create the atmosphere at the point of arrival by welcoming guests and employees and creating the first impression. The welcome which guests and employees receive will be personal, authentic and the Reception Team will aim to anticipate their needs at every step of their journey from arrival through to their departure.

The Reception Team will ensure guests are handled in a timely manner, by promptly registering them in the visitor management system, issuing them with the correct security access and ensuring the Royal London host is notified of their arrival. Whilst waiting to be collected by their host, the Reception Team will ensure the guest is looked after and every effort is made to make their visit to Royal London a memorable one.

According to our promise of "delivering the exceptional, every day," the Reception Team will work closely with all service lines such as the workplace concierge, catering, cleaning and building services teams to fully understand the role they play in the overall guest experience.

The key duties of the Reception Team include;

- Providing a seamless meet and greet welcome services to all guests and Royal London employees.
- Ensuring a high level of security is maintained throughout reception at all times.
- Taking ownership of all guest areas, ensuring they are well maintained and well presented at all times.
- Providing support with the Condeco room booking and visitor management system.
- Demonstrating a “one team” ethos and work closely with service lines.

12.2 Workplace Concierge

The Workplace Concierge is the go-to person for supporting and maintaining the internal workspace at Royal London. The Workplace Concierge team take full ownership of the working environment to ensure Mitie delivers on their promise of “delivering the exceptional, every day” across all integrated facilities management services. To deliver on our promise, the Workplace Concierge team carries out daily building and facilities checks and works closely with all service lines such as the reception, catering, cleaning and building services teams, to fully understand their operations and the impact their service has on the overall workplace experience. Through delivering a friendly and knowledgeable one-stop-shop solution for Royal London employees, the Workplace Concierge team support all employees with any requirements they may have while they are at work.

Royal London employees will also benefit from the Workplace Concierge's technology support, offering guidance with the ARIA app, raising requests, reporting faults and support with pre-registering visitors and booking desks/meeting rooms via the new Condeco system.

Meeting rooms in the workplace are managed and maintained by the Workplace Concierge who ensure all AV, catering and other ad-hoc requirements are delivered and set-up as requested. In addition, the Workplace Concierge team also provide a first-fix support for audio visual troubleshooting.

Overall, the Workplace Concierge team provides a cohesive and proactive service through effective communication in the workplace and are focused on delivering exceptional service to our clients, ensuring they are receiving the best level of service from Mitie.

The following helps clients understand what they can expect of the role and what Mitie employees can expect the Workplace Concierge to deliver.

- A single point of contact to assist Royal London employees with any work-related queries and requests.
- Monitor and take ownership of the workspace, including the reporting and resolving of any faults and issues.
- Provide support and guidance with Condeco, the new visitor and meeting room management system.
- Provide first line support for meeting room audio visual issues and requests.
- Management and allocation of employees' lockers and storage.

12.3 Security

The role of security sees us come into contact with visitors and customers at every step of their journey and we can have a major impact on the experience of visiting Royal London sites. With over 18,000 officers, our security business has grown to become one of the UK's largest providers of integrated security services. We're proud to help companies in lots of different sectors to better protect their customers, staff and property.

The basic Security function on the Royal London contract will not change. However, there will be a different protocol in some areas due to COVID-19 conditions which you will learn about in training.

The Merlin 24/7 will be your new device for the recording of your patrols and incidents. It's a simple software application which is web based, accessed via a smart phone and used to scan patrol points around your sites. You will soon be receiving training on how to use Merlin 24/7 and your feedback will enable us to expand its usage.

Together we will work as one team, focusing on delivering exemplary customer service. We recognise that at times this can be trying, but whatever the challenge of the day, we will deal with it professionally and with a smile.

Some golden rules which will help you in providing first class customer service:

- Always make sure you greet people by saying “good morning” / “good afternoon, sir or madame”.
- Recognise that a smile makes you approachable and amenable, treating everyone as individuals.
- Always assist people in an appropriate manner and do your utmost to handle complaints and objections successfully.

Our officers are supported by a mobile response team and electronic security systems specialists who ensure that we can support every aspect of our customer's security needs.

Our success is down to the diligence and dedication of our people, and we're committed to providing opportunities for all. This commitment to you has helped us create a team that is relentless in their pursuit of delivering extraordinary service. We're also the first national security service business to sign up to the Government's Skills Pledge – a scheme to support individuals in developing core skills and building a successful career.

13 Cleaning

We know that you are experts in your field and that you recognise the importance of quality and compliance across everything we do in Mitie. To increase the quality of our cleaning services, we've introduced new and innovative equipment, such as Purex chemical free cleaning solution, Tork Easy Cube (demand led cleans and services to washrooms), new vacuum cleaners, carpet cleaners and scrubber dryers. Mitie is invested in providing cleaning innovations to help you do your job more efficiently.

There are no changes in terms of the critical importance of cleaning on this contract so please keep up the great work you're doing to deliver an excellent and compliant service to Royal London. We know that there are many different working environments at Royal London, each with a different set of requirements and risks. Your help in managing these risks and working safely and responsibly, will help us to deliver a great service for our client. Here are some of the key things we think you need to know.

We have introduced sustainable cleaning to the workplace as part of our ISO14001 environmental management system. Using green products can improve the air quality indoors and lower health

risks that are brought about by traditional cleaning products containing toxins. It has been proven that using green products for cleaning can reduce health issues such as eye, respiratory and skin burns or irritations, allergies, headaches, chemical poisoning, nausea and even reproductive hazards. Some of these products are:

- **Purex** – Water is passed through a seven-stage filtration process, which results in a sustainable and effective cleaning solution that has been proven to dramatically improve cleaning standards and is chemical free.
- **Ionator EXP** – A hand-held spray bottle that is filled with tap water, which enters a chamber and is given a slight electrical charge. It then passes through an ion exchange membrane, resulting in a mix of positively and negatively charged nano bubbles. Before the water then exits the nozzle, a slight electric field is applied. When the water hits a surface, it breaks apart the dirt and attracts it like a magnet effect.
- **Odorbac** – A powerful concentrated odour eliminator, multi-purpose, multi-surface cleaning fluid that kills 99% of bacteria but is non-hazardous, non-irritant, environmentally friendly and fully biodegradable. Highly effective against odours associated with urine, faeces, vomit, body odour, food waste, damp, tobacco and many more.

If you have any questions at all, please speak to your Line Manager in the first instance.

13.1 Speak up, speak out

If you see something you know is not being done right, especially by someone new to the team, tell them. Even if this is a manager, let them know, 'we are one team'.

If you have a legitimate concern that malpractice has occurred or is likely to occur, you can relay this information to Mitie's independent whistleblowing service provider, Expolink. This service is available 24/7 to handle such concerns in a confidential manner. All cases will be investigated within 30 days and callers can remain anonymous.

Please read this section together with the Environmental, Health and Safety section.

Remember - Report any near miss/incident to your Line Manager immediately and call Mitie Lifeline on + 44 (0) 800 633 5115 to record it within our incident management system. Read the EHS section of this guide for more details.

13.2 The Site Pack

Our Site Pack contains crucial information and ensures we conform to specified requirements. It is also where you will find relevant and current information on all aspects of your role. Included in the site pack are:

- Site pack information form
- HSE policy
- Quality policy
- Insurance documentation
- Relevant task/site specific risk assessments and method statements
- QHSE posters
- Equipment record card (one for each piece of equipment)
- Machine checklist
- PPE issue and inspection
- Site information poster
- Dilution chart
- Colour coding wall chart

Your onsite Manager/Supervisor will advise you where the Site Pack is kept and it will always be available for you to view.

13.3 How to place orders

How to place cleaning chemicals and materials orders – ordered through Bunzl Advantage, the logon will be provided to the appointed person to place the order via the online system. The appointed person will approve the order electronically

How to order uniform – please contact your manager for additional uniform requirements.

13.4 'Pin' in and out of shift

Each time that you go on and off shift, you will need to 'pin'. We will provide your unique PIN number at the start of the contract.

Please use the system provided to your site: this will be either via a landline, a dedicated phone, a biometric unit (fingerprint scan unit) or you can also pin in/out by using the InTouch app on your own smart phone. We do encourage our teams to use the 'In Touch' app as it reduces any queuing time to pin in when there are several people arriving on shift at the same time. On sites that allow mobile phone use, you can download the app – you can follow the details provided on the guidance below.



InTouch is now live!
Have you downloaded it yet?

InTouch by Mitie is our new app that's directly connected to Workplace Plus and makes it easier for you to:

- Pin in and out**
Log your arrival to and departure from site more easily. No need to use Ezitracker phones!
- Book holidays**
Requesting holiday is now easier and less time consuming.
- See your shifts and pay**
View the hours you've worked, your pay and your upcoming shifts.
- Contact your manager**
Request stock, report an issue, or leave a comment for your manager about your shift.

To download, search for **InTouch by Mitie** on Google Play or the App Store and select the App!

INTOUCH
Powered by Mitie

Delivering the exceptional, every day

The InTouch app recognises your location and when you pin in to within 10 metres of your site, it will confirm your attendance to your shift. It uses half as much data in a week as uploading one photo to Facebook (about 2MB or 0.002GB).

Pinning in/out talks directly to our payroll system, ensuring that all your hours are captured in real-time onto the payroll. The system is preloaded with your shifts and payrate(s), making payroll seamless with little manual intervention. It will recognise any hours worked as overtime and alert your payroll manager to process this for you.

Find out more

If you need to speak out, please submit your concern to Mitie's independent whistleblowing service provider, Expolink, which is available 24/7 to handle your concerns.

Expolink - www.wrs.expolink.co.uk/mitie Tel: 0800 374199

For more information and guidance on more specific activities such as methods of work, please speak to your Line Manager.

14. Landscaping

Introduction

We believe that first impressions count and that the grounds around your building should be as well-maintained as the inside. We are the natural choice when it comes to creating and maintaining beautiful, clean and safe grounds. Our nationwide network of award-winning experts will deliver a professional service to ensure you give the best impression every time.

What to Expect

The Royal London Landscaping service will be managed by a dedicated Key Account Manager. This Key Account Manager will liaise directly with the Royal London and Mitie Operations Team and will be visiting all sites regularly.

The landscaping work will be pre-programmed and tailored to the needs of each Royal London location. We'll make seasonal adjustments to accommodate each horticultural task in the contract specification and this will be included in the work schedule.

We'll provide you with a copy of the annual work schedule for each site so you will know exactly when to expect a visit from our team. These schedules will be available via our **Live Landscapes** customer web portal along with before and after photos from past visits.

15. Catering

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.

The Gather & Gather catering offer is exclusive to Mitie's clients as its only integrated FM sector partner. Royal London colleagues can be assured that Gather & Gather are ready to welcome you and have adhered to all appropriate COVID-19 hygiene and standards to keep you safe. They will also bring a fresh approach to Royal London's food and beverage provision.

15.1 Sourcing

Using Eight Regions of Focus, Gather & Gather create a diverse, traceable and robust supply chain. Their marketing campaigns will focus on provenance and supplier stores – so they're always reinforcing their foodie credentials, with the opportunity for Royal London Group colleagues to meet the suppliers with our regular 'supplier pop ups'

15.2 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: **Ancoats Coffee** roasted in Manchester for New Royal London House, **Artisan Roast** in Henderson Row- Edinburgh and introducing our bespoke **Camino** blend, roasted in Haymarket for Edinburgh and Royal London House. Our Camino blend comes straight from the coffee plantations in Peru, which is then blended by our partners, Union Coffee.

15.3 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.

15.4 The Gathered Table

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.

15.5 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 later. You will also find Digital Screens for menu information and promotions. **Unfortunately, cash payments cannot be accepted until COVID-19 restrictions are lifted.**

All ordering methods in one app

Method	Location	Description
1. Preorder	@Work	Browse the retail menu then preorder and prepay
2. Self-checkout		Customers scan QR codes and pay on the app – no lines, no shared touch points, no cashiers
3. Hospitality		Browse the hospitality menu, select your meeting room, order using your cost centre
4. Home delivery	@Home	Feed teams working from home – from food hampers to healthy staples and special treats

16. Energy

Introduction

We are specialists in sustainability, carbon, and energy reduction. Our industry leading energy team, evident in our back to back 2018 and 2019 Energy Awards accolades, will work with Royal London to deliver independently verified energy and carbon savings as part of our Energy Performance Contract. We will focus on eight of your sites that have been identified as the most viable opportunities for energy savings. This will ensure that saving potential is maximised and targeted to where it matters the most and, in the process, improve pay back periods.

In addition to the Energy Performance Contract, the Energy team will also be responsible to deliver the following services:

- BMS (Building Management System) maintenance & reactive services
- TM44's statutory compliance for your Air Conditioning Units
- ESOS (Energy savings & Opportunity Scheme) for your carbon reporting

We have nominated Thomas Day (thomas.day@mitie.com) as your Account Director to provide a single and central interface for all the energy services highlighted above. Thom is an expert in energy services and leads some of our most flagship and strategic clients, putting you in a competent pair hands to ensure a successful and consistent service delivery. He will be liaising with the FM to deliver these services.

Whilst delivered under a separate Contract and purchase order, a member of our sustainability management team is working with Royal London to establish your environmental & sustainability baseline, draw a strategy and help you reduce your carbon footprint, pivotal for your net zero carbon journey. This person will also liaise and feed into Thom to ensure you're provided with a holistic service and unitary point of contact.

What to expect

Energy Performance Contract

We have appointed a Senior Energy Manager (Andrew Peet) to lead and oversee the delivery of the Energy Performance Contract. Andy will be supported by a team of Energy Managers and BMS & Controls engineers that will be drawn upon as of when required. In addition, a member from our Measurement & Verification (M&V) team led by Nicola Thomas will work closely with Andy to ensure the tracking and reporting of energy savings are delivered to the internationally recognised standard IPMVP (International Performance Measurement & Verification Protocol) giving Royal London a third party auditable verification of service and the clear substation to facilitate decision making and future spend within your organisation.

Contacts

Overall EPC Service – Andy Peet: Andrew.Peet@mitie.com

M&V service - Nicola Thomas: Nicola.Thomas@mitie.com

TM44 Air Conditioning Unit Inspections – Dan Witchard: Dan.Witchard@mitie.com

BMS Maintenance & BMS Projects

For the BMS maintenance and reactive works, members from our Integrated Projects Team led by Paul Thompson will be drawn upon to conduct site works, submit the subsequent paperwork, and where necessary provide reactive work proposals as of when required. As far as practically possible, our approach will ensure that resource familiar to your Estate are naturally deployed to capitalise on existing knowledge and familiarity of your site specifics and systems. A project coordinator will be appointed as Royal London's lead to manage and coordinate the deployment of resources and site visits to tally with a forward maintenance register and agree suitable visit dates and time to prevent access restrictions.

Contacts

Overall Lead, BMS Services – Paul Thompson: Paul.T@mitie.com

In addition, Royal London has access to the BMS PPM and Integrated Projects group mailboxes detailed below during the BAU delivery phase. These are constantly monitored.

BMS PPM or Projects - planning_ctr@mitie.com or integratedprojects@mitie.com

ESOS Carbon Reporting – John Gethin: John.Gethin@mitie.com

Reporting

We will agree and finalise a schedule of reports, ensuring that the content, frequency, and distribution list (for push notifications and pull access rights) within Royal London is clarified and matches your expectations.

We will use WAVE (Web-enabled Analysis and Verification of Energy), our online portal, to manage all of your energy data. WAVE will provide, clear, concise and easily digestible reports detailing where and when you use energy, helping focus attention to where it matters the most and supporting Royal London in making robust investment decisions while also being statutory compliant. Automated collection of meter data for HH meters, means visibility of energy usage is always up to date. Furthermore, trackers and regression analysis provide a means to monitor the performance of energy efficiency projects and to quantify their savings and return on investment. With its email alert functionality, it will send notifications once predefined tolerances have been exceeded enabling Royal London to react with minimal delay.

Benefits

- Critical market insights to drive the right buying decisions.
- Information delivered in simple to understand, layman's terms.
- Supporting detail to allow you to drill down into the demand profile where needed.
- Easily accessible metrics to analyse trends for managing demand.
- Simple to use visualisations to advise on how to reduce energy consumption.
- One portal for all your reporting and MI needs, bringing together all your energy data and market insights into one easy-to-navigate portal.
- Automated meter reading functionality, reducing labour costs.
- Access can be provided to various stakeholders and access levels can be set for each user.

Multiple access is possible for up to 20 users. Additional costs may be chargeable if additional users are required.

17. Waste Management

Introduction

At Mitie Waste, we aim to transform how organisations are managing their waste by implementing our *Resource, Not Waste* programme. We put the client at the heart of resource management by working as the organisation's trusted partner.

Mitie's *Resource, Not Waste* programme is transformational for organisations, applying the FM approach to waste and recycling. Traditionally, waste managers focus on disposal methods for waste which doesn't meet sustainability agendas or reward organisations for applying best practice.

On the contrary, our services are award winning and our waste management professionals act as circular economy partners to your organisation, integrating with your facilities team to start the *Resource, Not Waste* programme in addition to implementing new technology.

As a result, you receive a whole host of benefits including saving on costs by running a more efficient business, as well as gaining a credible reputation in resource management. Furthermore, we keep you completely compliant with all current and future legislation.

For more information on Mitie Waste's *Resource, Not Waste* programme, please contact the Key Account Manager, Kasia Klich at kasia.klich@mitie.com or the Account Director, Philippa West at philippa.west@mitie.com.

17.1 Helpdesk

To enquire about a scheduled collection day, request a skip empty or have any other request relating to the waste services, please do not hesitate to contact our Helpdesk. All queries are to go through the Helpdesk and not directly to waste or escalated up via FM.

Adhoc services If you require an adhoc service, we will provide you with a quote. Once we have an authorisation (Purchase Order) to go ahead, the job will be booked. Please specify as clearly as possible what needs to be collected and the location from where the collection will be made.

Scheduled services Increasing, amending or cancelling scheduled services may have a significant impact on the contract. Therefore, these instructions will have to go through the Key Account Manager who will check that every change is done correctly.

The helpdesk can be contacted on waste@mitie.com and the Key Account Manager is Kasia Klich (kasia.klich@mitie.com).

17.2 Compliance

All waste collections need to be followed up with a Waste Transfer Note. For the scheduled collections this will be an Annual Waste Transfer Note, but for adhoc services they will be separate for each service.

When a hazardous waste collection has taken place, our suppliers will leave a consignment note on site, detailing what has been taken from site.

Confidential waste is taken off site to be shredded. We can provide certificates of destruction when the waste has been shredded.

The Annual Waste Transfer Notes will be provided once the contract has been mobilised, but copies of these and all other compliance documentation can be requested via FM to the Royal London Helpdesk.

17.3 Reporting

Every month, our Management Information team will provide a waste report which will show how much waste was collected from each site. This information will be broken down per waste stream and show how much waste was avoided from going directly to landfill.

If you require a copy of this report, please contact mwemanagement.information@mitie.com.

17.4 Finance

A dedicated Mitie Waste contract accountant has been assigned to the contract and will be able to answer any questions regarding the billing.

For any billing enquiries please contact Kevin Mckeown by email at kevin.mckeown@mitie.com.

18. Brand and Image

18.1 The Mitie brand

The Mitie logo can be seen across countless sites and on the uniforms of our FM professionals. However, our brand is much more than a logo or a colour palette. It's an expression of who we are as a business – our values, our culture and the way we work. It's also everyone's responsibility to uphold the standards of our brand, as it's the way people see Mitie, both within and outside of the organisation.

You've all seen the new uniforms and have undoubtedly noticed that Mitie's logo does not appear. That's because we have joined with Royal London to create a bespoke brand which supports a team ethos and commitment to providing great spaces to work.

18.2 Your Workplace brand

When Mitie was selected as 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. 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 that with the transformation of service comes a transformed brand, improved communications and customer experience.

The resulting Your Workplace team is focused on embodying Royal London's ability to transform, communicate and encourage a holistic working approach. The new identity reflects Royal London's determination to connect our teams and says, "we treat our colleagues like customers."



19. Glossary of Terms

Term	Definition
Asset	<ul style="list-style-type: none"> • Immovable assets: <ul style="list-style-type: none"> ▪ Facilities such as offices, sports facilities etc ▪ Infrastructure networks – power, water, roads etc • Movable assets • Items that are not permanently attached to immovable assets e.g. plant equipment, machinery, tools etc
BMS	Where up-to-date Mitie policies and processes are available
LiveSafe	The Mitie companywide QHSE programme, designed to constantly improve our quality and safety performance across Mitie
Live Landscapes	Mitie Landscapes customer web portal. View planned and historical data regarding the landscaping and winter gritting services.
KPIs	Key Performance Indicators - KPIs are based around Mitie's day-to-day provision to Royal London for a range of planned and reactive services.
Minet	The Mitie intranet – a key source of information
Output and Input Specs	<p><u>Output Specs</u>: Enables us to flex our delivery to meet with customer objectives</p> <p><u>Input Specs</u>: Defines the frequency and plan to how our service will be delivered</p>
QHSE	Quality, Health, Safety and Environment – this term is used within Mitie, related to EHS
PPM	Planned, Preventative Maintenance – this is maintenance organised and carried out to a pre-set and agreed plan
Reactive Maintenance	Unplanned occurrences such as power failures and broken windows. Sometimes referred to as response or reactive maintenance
SLAs	Service Level Agreements