

Alice	Intro and welcome..
Phil	<p>Our vision for the Communities division is to be number one for public sector facilities transformation in our market.</p> <p>Our strategic priorities are People, Performance, Growth and Operational Excellence. To meet our objectives in all these areas, we will need to consider the technology we need, any sustainability concerns, our funding, and how we build and maintain trust.</p> <p>Revenue of £95.8m for the four months to 31 March 2021 was an improvement on the comparative period last year due to extra COVID related work in the Healthcare portfolio.</p> <p>However, there were COVID related downsides due to site access restrictions that impacted catering and parking during the year.</p> <p>Creating a new Mitie division – Mitie Communities – bringing together colleagues from across Mitie and Interserve.</p> <p>We’ve reached a number two market position in healthcare facilities, bringing new opportunities. We’ve also achieved wins across two sectors at Swansea University and East & North Herts NHS Trust, and retained Hertfordshire and NW Anglia NHS Trusts.</p> <p>It’s still early days for Mitie Communities, but we’re determined to be One team – One Mitie Communities team.</p> <p>That means truly living ‘The Exceptional Every Day’ and owning ‘The Science of Service’ – working right beside our clients as they tackle their sustainability agendas.</p>
Alice	<p>SLIDE 1</p> <p>Our vision for Communities – to be the #1 for public sector facilities transformation in our market</p> <ul style="list-style-type: none"> • Have #2 in healthcare, and smaller positions in Education, LAs and Unis – lots of room to grow • Competitors are either very client-focused or very technology-focused. We are sweet spot in the middle <p>SLIDE 2</p> <p>Four target sectors: Healthcare, Schools, LAs, Universities.</p> <ul style="list-style-type: none"> • Creating our new Mitie division – Mitie Communities – with colleagues from across Mitie and Interserve • Best practice and skills from both. Interserve: people support; Mitie: technology advantage <p>SLIDE 3</p> <p>The four priorities for us this year: People, Performance, Growth and Operational Excellence</p> <ul style="list-style-type: none"> • Deliver both growth and margin

- Create an identity for us as Mitie Communities
- We have made a start across all 4 priorities:
 - People: New front line comms monthly
 - Performance: Standardised KPI management approach
 - Growth: New wins in 2 of our sectors
 - OpEx: AE gaps filled; CETA audits; CAFM plan

SLIDE 4

Upload: A great start, with more to do to build real distinctive strength in the future

- Good foundations: wellness; good Managers; right kit
- Areas where we will do more: empowerment; reward & recog
- Thank you: great result on participation

SLIDE 5

The future for Communities: Own 'The Science of Service' –

- Being right with our clients as they tackle their sustainability agendas (Sussex; Essex)
- Technology for efficiency, control and performance (Navenio)
- Funding: follow the money. Building relationships with our funding partners and being smart in identifying capital sources (2 largest players = 1/3 of our revenue)
- Trust: The basis for everything, particularly in the public sector (e.g., Vercity opportunities)

Summary:

- Focus right now: People, Growth, Performance, OpEx
- Future opportunity: Sustainability, Tech, Funding, Trust