



mitie

TEAM TALK LIVE

# UPLOAD RESULTS & OUR COMMITMENTS

Monday 5 July | 1pm

# Why we care about Employee Engagement at Mitie



The Mitie work experience



Employee Engagement



Business Outcomes



Say

Stay

Strive



Talent: retention, absenteeism, wellness



Operational: productivity, safety



Customer: satisfaction, retention

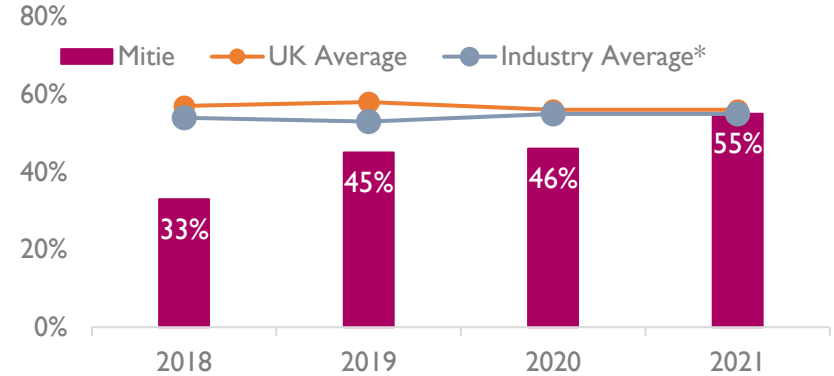


Financial: revenue growth, op. income / margin, shareholder return

## Progressive four-year trend

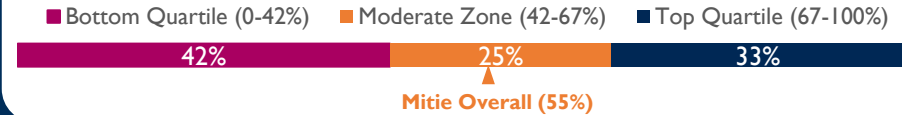
- Over past four years, Mitie has closed the gap on UK and Industry comparators
- Employee engagement now equal to industry benchmark
- We are mid-range of all UK companies
- Ambition to be top-quartile
- Mitie NPS scores mirror this trend

### Four-year trend



\* In 2018, the Industry benchmark was the Commercial and Professional Services UK Average. From 2019 onwards, we have been looking at Commercial and Professional Services European Average

### UK benchmark



## Our 2020 Commitments

- Following the 2020 Upload survey, we focused on improving four key areas
- An ongoing 'You Said, We Did' campaign shared actions taken throughout the year

### Communication & Culture

Improving the perception of Mitie as a 'great place to work'

+15

### Reward & Recognition

Improving how we recognise everyone's contributions

+9

### Systems, Processes & Technology

Improving our work processes, technology, and communications

+11

### Health, Safety & Wellbeing

Looking after employee health, safety and wellbeing

+8

All areas improved in the 2021 survey

Mitie's overall engagement levels have increased drastically since 2020, to 55%. Perceptions of workplace safety are the highest, with 4 in 5 employees agreeing that it is important at Mitie.



## Response Rates

**42%** Mitie Overall  
(31,063 / 74,371)

**+18%** vs. 2020



## Our Key Successes — Top 5 Scoring Items

Dimension	Item	Score	vs. 2020
Employee Wellness / Health / Safety	Workplace health and safety are considered important here	80%	+8
Systems, Processes and Technology	I have the information I need to do my job well	72%	—
Manager	My manager is open and transparent in communication	72%	+4
Customer Focus	We are responsive to the changing needs of our customers	71%	+4
Diversity & Inclusion	I feel Mitie values the diversity of its people	70%	+9



## Our Key Focus Areas

**Empowerment & Autonomy**  
45%

**Reward & Recognition**  
47%

**Senior Leadership**  
56%

**Brand**  
59%

**Systems, Processes & Technology**  
59%



## Engagement Score

**55%** Mitie Overall

**+9pts** vs. 2020



## Reward & Recognition

- Hold Focus Group sessions to determine most valuable benefits for our Front Line Heroes
- Improve our instant recognition offering
- Continue to enhance our benefit offering



## Brand

- Continue to deliver and better promote our ESG commitments
- Continue to improve our Learning and Development offering
- Implement job grading to support transparency of pay and benefits



## Systems, Processes & Technology

- Improve quality of laptops
- Integrate people systems
- Focus on out of hours system updates



## Empowerment & Autonomy

- Use Upload feedback to drive our focus areas for the year ahead through our **You Said, We Did** campaign
- Run listening sessions, focus groups, pulse surveys to listen and capture ideas and feedback



## Senior Leadership

- Set a clear strategy and outline what this means for each business area
- Share clear reasons to be excited about the future of Mitie
- Ensure Senior Leadership are visible and accessible

 **UPLOAD**

**YOU SAID.  
WE DID.**