



COUNT ME IN

Speak Up



Driving **inclusivity** at Mitie

Speak Up

Supporting Handout

We hope you found the 'Speak Up' online activity enlightening.

If we really want Mitie to be a place where people can bring their true selves to work we need to 'speak up' when we notice these non-inclusive behaviours. Whether the comment was made to you or a colleague.

To help you, here are 3 steps to remember:

1

Asking for clarification

This can help someone consider the underlying assumptions and messages in their question, comment or action. You could ask an open ended question such as 'What did you mean when you said..?'

2

Share the impact of what has been said/done

Help someone to recognise the detrimental impact of what has taken place. Saying something as simple as 'ouch' can help the person who said it understand that their words are hurtful in some way.

3

Share your learning

Speaking to someone about how you have previously got things wrong and how you fixed it can make the challenge less confrontational and support someone on their own learning journey.

The battle against non-inclusive behaviour can be extremely draining for the target of any incidents. Therefore, it is everybody's duty to challenge inappropriate comments and behaviours, to reduce that burden, create environments where there are no bystanders and where everyone feels safe, included and supported.

Further support

If you have witnessed any of the issues described in the learning, please speak up - you will be heard, and your complaint will be acted upon.

There are several ways you can raise your concerns;

- - through your line manager
- - your HR/ People Support via 'AskHR' on People Hub or call 0330 1234 005,
- - through our anonymous whistle-blowing service 'Speak Up'.

'Speak Up' is independently run by Ethics Point (operated by Navex Global), and allows you to report serious concerns confidentially by either:

1. Staying anonymous and sharing your details with Ethics Point so they can come back to you about your case and keep you updated
2. Sharing your details with Ethics Point to pass on to us so we can contact you about your concerns, or
3. Staying completely anonymous, meaning you will not be notified of the outcome of the resulting investigation.

Our 'Speak Up' service is available 24 hours a day and you can either use the free-phone hotline number 0800 949 6388 or log a report online **here**.

If you're unsure about the behaviours and standards expected of every one of us, read The Mitie Employee Handbook.

Other useful links and resources are:

- Whistle-blowing policy
- Diversity networks
- Wellbeing Hub
- Employee Assistance Programme (Use the code 'Mitiewell')

Please visit <https://mitiepeople.com/countmein/> for further resources.