

Winter Support package FAQ document

One off cash bonus

- **Who is eligible for the one off cash bonus?**

All colleagues earning up to £30,000** and working at least 10 hours a week will receive the payment in their January pay. Colleagues will need to have completed one full period of paid employment by the end of October 2022 and be employed by Mitie on 1st January 2023 to be included. Any colleagues earning less than £500/ annum will be excluded. Calculations are based on base pay and overtime.

** Colleagues that earn under £30k in base pay but earn under £35k when overtime is included have also been included in the payment

- **How much will I receive?**

For colleagues earning up to £30k working 10-20 hours per week, they will receive a bonus of £50. For colleagues earning up to £30k working 20-30 hours per week, they will receive a bonus of £75. For colleagues earning up to £30k working more than 30 hours per week, they will receive a bonus of £125.

Those working exactly 20 hours will fall into the 20-30 bracket and will receive the higher amount, so £75. Those working 30 hours will fall into the higher bracket and receive £125.

- **Will colleagues on secondment receive it?**

Any colleague earning under £30k and working at least 10 hours a week are entitled to receive it.

- **I don't want to receive the bonus, what do I do?**

If colleagues are unable to accept the bonus then they need to email groupreward@mitie.com before the end of December

- **How will we receive the one off bonus?**

It will be paid into your bank account on January payday and will be subject to tax and NI contributions.

- **When will we receive the one off bonus?**

Monthly in Arrears (M11) – **11th January 2023**

Weekly – **13th January 2023**

4 Weekly – **20th January 2023**

Monthly (M27) – **27th January**

Cycle to work scheme

- **How does the new scheme work?**

Mitie's Cycle to Work scheme is partnered with Halfords and open twice a year. Colleagues can now register for the scheme to purchase a bike and accessories up to £1,000, via a new scheme.

A Salary Sacrifice Cycle to Work scheme is also available to colleagues earning above National Minimum Wage and can spend up to £3,000. Please refer to Celebration Hub for more details on this scheme

- **What's the benefit?**

Colleagues participating in the new net deduction scheme (those earning close to the National Minimum Wage threshold) can benefit from an interest free loan up to £1,000 to purchase a bike/ accessory which is spread across 12 months.

Colleagues pay nothing up front and the payments are spread across 12 months and taken from their periodic pay, via net deductions.

* Colleagues participating in the salary sacrifice scheme will make tax and National Insurance savings when purchasing a bike or accessories

- **Is the bike mine after the 12 months?**

Halfords are the legal owners of the bike from the start of the hire period, and the bike is leased to you. Once you reach the end of your initial hire period. Once your hire period has come to an end, Halfords Cycle2Work will get in touch to discuss your options. This will include the opportunity to extend the hire of the cycle at no additional cost until the HMRC deem the value to be negligible. This is typically 4 or 5 years, and once this agreement has finished you will become the owner.

£50 e-voucher in Celebration Hub

- **Who are eligible for the £50 e-voucher?**

All colleagues* with a base pay of £30,000** or less and base pay + overtime of £35,000 or less** will be gifted a £50 MiDeals award, which can be accessed via their Mitie Stars account on Celebration Hub. The award can either be used to obtain an instant e-voucher with one of the specified retailers OR they can link through to Amazon (from Reward Marketplace), whereby they can buy physical products and use their balance (it will link to colleagues' personal accounts). There is no cash alternative.

*Colleagues will need to have completed one full period of paid employment by the end of October 2022 to be included.

**Any colleagues earning less than £500/ annum will be excluded. Calculations are based on base pay and overtime.

- **How to navigate to the award?**

You will need to click on “account” and then “awards” they can view balance and their award OR Click on Reward Marketplace (under Account), it will give colleagues an option to view their balance on there too.

- **What can colleagues spend their voucher on?**

There are just over 100 retailers that colleagues can take advantage of (see list attached). They can either use their award to obtain an instant e-voucher with one of the retailers OR they can link through to Amazon (from Reward Marketplace), whereby they can buy physical products and use their balance (it will also link to their personal account). Once a retailer has been chosen, colleagues will need to enter the amount they want to redeem (either the full balance or anything under £50), add to basket and checkout and an instant e-voucher for that retailer will be displayed. You can easily access your voucher at any time by clicking on “instant vouchers” or you can take a screen shot of the voucher for use at a later date.

- **I am a contractor, will I receive the £50 e-voucher?**

Colleagues who are a Mitie employee are entitled to the £50 voucher, as long as they have a Mitie employee number and are paid via Mitie payroll

- **I only work for Mitie part time, will I receive the £50 e-voucher?**

Any colleagues earning less than £500/ annum will be excluded. Calculations are based on base pay and overtime.

- **How do I set up an account in Celebration Hub?**

Step 1: Add a Business email address on People Hub. You can add a personal email address if you do not have a Business email.

Step 2: Wait 48 hours to receive a Welcome email to activate your Celebration Hub account

Step 3: Choose a password and your account will be created, allowing you to explore Celebration Hub straightaway!

Please note if you are registering for Celebration hub for the first time and you are eligible for the £50 e-voucher, this will be added to your account within a week.

- **I know I am eligible for the e-voucher but I haven't received it. What should I do?**

It can take up to a week to receive your voucher if you have just created an account. If you already have an account and you are unable to view the voucher, please contact groupreward@mitie.com and we will look into this for you.

- **Will colleagues on secondment receive it?**

Any colleague who has earned between £500 and £30,000 over the last year and has completed one full period of paid employment by the end of October 2022 will be eligible.

- **What if I can't use Celebration hub? Can the voucher be posted to me?**

No, unfortunately the only way of redeeming the voucher is via Celebration Hub. Please notify groupreward@mitie.com if you have any issues and one of the team will be happy to help.

- I'm having problems logging into People Hub to update my email address, what can I do?

Contact the People Support helpdesk by calling 0330 123 4005 and choosing option 3

SAYE

- **If someone retires, what happens to their shares?**

If you leave due to retirement, your plan will simply mature early and you will have six months to take up your option to buy shares or withdraw your savings to date in cash.

- **How do I find my investor code?**

It will be in the email you received letting you know that SAYE is now open or alternatively contact Link by emailing emailquery@lingroup.co.uk.

- **When does the SAYE application period close?**

Your SAYE application must be received before midnight 12 December 2022 when the application period closes. No applications can be accepted after this date. The SAYE 2023 savings contract is due to commence on 1 February 2023 with deductions starting in January 2023.

Free shares

- **When will free shares be issued again?**

Once we grant the shares in March, colleagues will receive confirmation of the award (although they won't be able to access them for three years) and will be able to view their shares on our share portal at www.mitie-shares.com. Further information on free shares is available at www.mitiepeople.com/shares

- **How many shares will I get?**
 - Colleagues earning under £30k will receive 100 free shares
 - Colleagues earning between £30,001 and £60k will receive 50 free shares
 - Colleagues earning over £60k will receive 25 free shares