

Winter Support package FAQ document

Eligibility for the Winter Support Package

Winter Support Package	Eligibility
Cycle to work – access to all	All colleagues eligible
Pay Advance through Salary Finance – advance fee waived	All colleagues eligible
£50 Celebration Hub voucher	<p>Colleagues must have worked at least 4 weeks or 1 month if salaried with Mitie as at the end of October 2022 to qualify.</p> <p>Available to colleagues earning up to and including £30k base pay. Calculations are based on base pay and overtime</p> <p>Colleagues earning overtime up to the value of £35k were also included.</p> <p>Any colleagues earning less than £500/ annum will be excluded.</p> <p>Colleagues on secondment will receive it, as long as they meet the criteria above.</p> <p>Colleagues who are a Mitie employee are entitled as long as they have a Mitie employee number and are paid via Mitie payroll</p>
<p>One-off cash bonus –</p> <p>10-20 hours per week = £50</p> <p>20-30 hours per week = £75</p> <p>Over 30 hours per week = £125</p>	<p>Colleagues must have worked at least 4 weeks or 1 month if salaried with Mitie as at the end of October 2022 to qualify.</p> <p>Available to colleagues earning up to and including £30k base pay</p> <p>Colleagues earning overtime up to the value of £35k were also included.</p> <p>Colleagues must work at least 10 hours a week to qualify</p> <p>Any colleagues earning less than £500/ annum will be excluded</p> <p>Colleagues on secondment will receive it, as long as they meet the criteria above</p> <p>Colleagues must be employed on 1st January 2023 to be included.</p>
<p>Free Shares -</p> <p>Under £30k earnings = 100 shares</p> <p>£30-60k earnings = 50 shares</p> <p>Over £60k earnings = 25 shares</p>	Colleagues must have been employed by Mitie as at 1 December 2022

One off cash bonus

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

Please refer to the eligibility table on the first page.

- **How much will I receive?**

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

For colleagues earning up to and including £30k working 20-30 hours per week, they will receive a bonus of £75.

For colleagues earning up to and including £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 up to and including £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 of bonus?**

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

- **When will the one-off bonus be paid?**

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

Weekly – **13th January 2023**

4 Weekly – **20th January 2023**

Monthly (M27) – **27th January**

- **How are working hours calculated?**

For hourly paid colleagues, working hours are taken from SAP/ Payroll and worked out as an average per week, across the year prior to October 2022.

For salaried colleagues, contracted hours that are held on SAP/ Payroll are used.

- **What period of time are the earnings defined for eligibility?**

Base pay and overtime are taken from payroll across the 12-month period prior to the end of October 2022. Therefore, colleagues should look at their payslips across this period of time to determine if they are eligible.

Please note, P60s would not be able to confirm earnings in this instance, due to the time period involved.

Cycle to work scheme

- **Who is eligible for the Cycle to Work scheme?**

Please refer to the eligibility table on the first page

- **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 is eligible for the £50 e-voucher?**

Please refer to the eligibility table on the first page

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

The award can be accessed via your Mitie Stars account on Celebration Hub.

You will need to click on “account” and then “awards” whereby you can view your balance and 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 award on?**

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.

There are just over 100 retailers that colleagues can take advantage of. 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

- **Who is eligible for Free Shares?**

Please refer to the eligibility table on the first page

- **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 up to and including £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