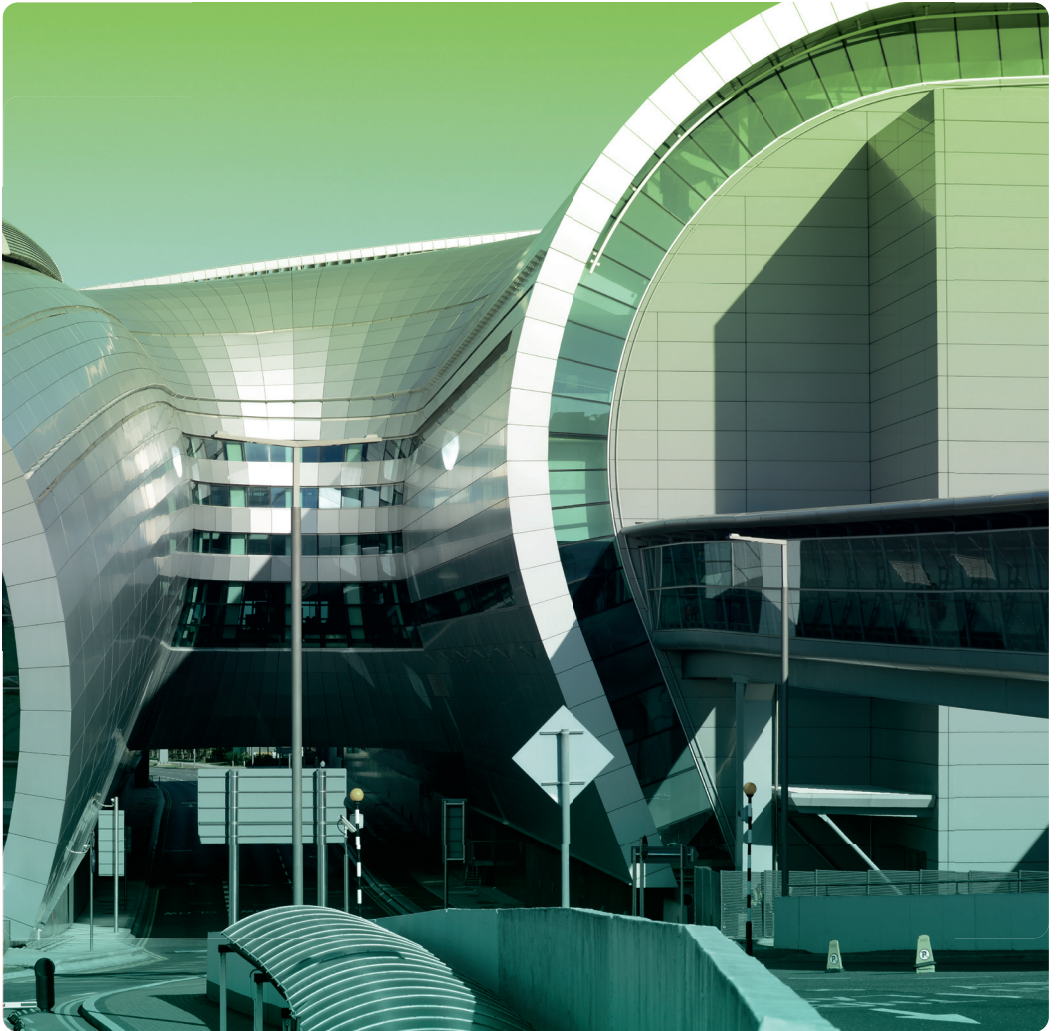




WELCOME TO MITIE

Partnering with Dublin Airport





A MESSAGE FROM THE MD

Welcome to Mitie

Mitie are a people business, and we recognise that our people are our greatest asset. We're made up of over 77,500 passionate people 2,000 of whom are based in Ireland. We put a huge emphasis on our people – how we motivate them, how they learn and develop, and ultimately how we engage them so that they are proud to be part of the Mitie team. We aim to be the exceptional every day, go the extra mile for our colleagues and our clients. We treat others as we would like to be treated, and we are always One Mitie.

In return for all that passion and commitment, we like to give something back - equality, respect to every single colleague, and to have all our teams treated in an open and transparent manner; and all under the backdrop of a positive, open and collaborative culture. We offer great benefits and rewards for being part of the Mitie team. Your employee handbook is a tool to help you understand the company you're going to become part of. We like to think of our customers' business as if it is our business. We are a partner, trusted for our expertise and for putting our customers at the heart of everything we do. That means we always look to add value in everything we do, both for our people and our clients. That's why we want to help you really understand your role in the business and what value you can add. It's all part of being a company of world-class people delivering a world-class service.

We recognise that working in an airport has its challenges during normal times but the challenges in the recent past have been unprecedented and we recognise that you are experts in your field and we have the opportunity to achieve great things as we work together. We value what you do for your clients on a daily basis and we are very excited that you are joining the Mitie team.

Feel free to contact me directly with any feedback or suggestions at sharewithsheridan@mitie.com

For now though, welcome to Mitie! It's brilliant to have you as part of the team.

Les Sheridan



Les Sheridan,
Managing Director

ABOUT MITIE

Mitie Ireland are a leading facilities management, consultancy and professional services company. We work with a wide range of private and public clients to create great work environments. Our premise is simple: *the exceptional, every day.*

We offer a range of specialist services including cleaning, technical services, security, industrial cleaning, landscaping, energy and sustainability, waste and professional consultancy. Our breadth and depth of services and expertise means that we can help to increase efficiencies, reduce costs, increase sustainability, and improve performance across our clients sites.

Mitie have become the first FM company to be awarded the KeepWell Mark for our commitment to employee wellbeing and named in the Top 100 companies in Ireland for wellbeing. These awards and accolades were achieved through the hard work and dedication of our teams.

Example of some of our clients include:



OUR PEOPLE & BENEFITS

Our People

We recognise that to attract and keep exceptional colleagues, we must make Mitie a 'great place to work'. This is our number one aim as a business, because we're nothing without our people. We support our colleagues to acquire the right skills and knowledge from day one of joining and continue to develop and challenge them throughout their careers. We reward and recognise our exceptional people for a job well done and we're committed to fostering a truly inclusive culture, where everyone can bring their true selves to work.

Mitie are proud to become the first FM company to be awarded the KeepWell Mark for our commitment to employee wellbeing and named in the Top 100 companies in Ireland for wellbeing. These awards and accolades were achieved through the hard work and dedication of our teams.



Our Benefits

At Mitie, we think it's really important to reward you for a job well done. We understand that what you need from us as your employer in order to make you feel supported and secure extends to more than just your salary.

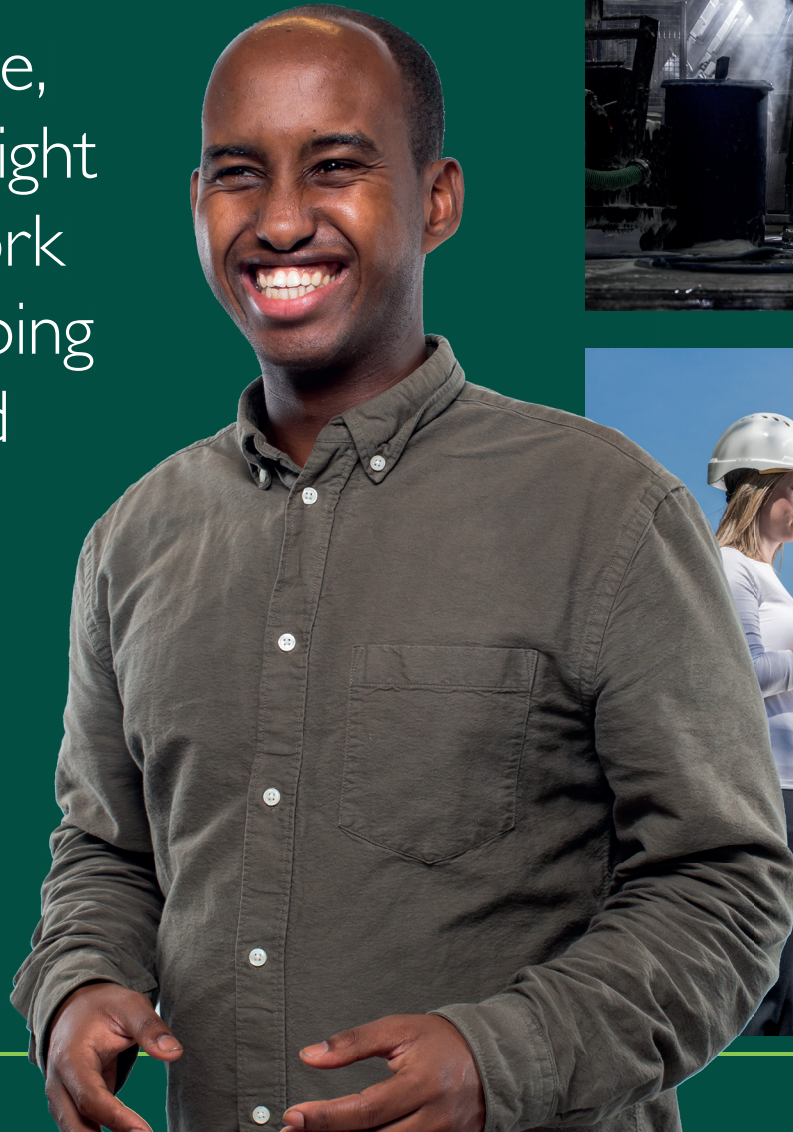
All Mitie colleagues, receive a Free Virtual GP Service, Life Assurance and our Employee Assistance Programme. More benefits will become available to you as we progress on our journey to become one business

You can find out more about these on <https://mitie.ie/employee-area/>



OUR PURPOSE

Our expertise, care, technology and insight create amazing work environments, helping our customers and our people to be exceptional every day.



MITIE'S VALUES



Scan the QR code for our values video

We are one Mitie

- We work together to achieve the best for our clients and for Mitie
- We share best practice, knowledge and information
- We work as one team
- We help each other to win for Mitie

We are built on integrity and trust

- We do what we say we're going to
- We lead by example
- We treat Mitie's money as if it is our own
- We are consistent and transparent in what we do

We go the extra mile

- We take ownership of any enquiry and see it through until the end
- We deliver the 'Wow-factor'
- We take pride in what we do
- We continually look for ways to deliver a better service for our clients

Our diversity makes us stronger

- We treat all colleagues with respect
- We help break down barriers
- We celebrate diversity
- We use other people's insight, skills and behaviours to make us better at what we do

Our customers' business is our business

- We are ambassadors for our client as well as for Mitie
- We share in our clients' successes
- We seek to exceed our customers' expectations
- We work to resolve issues
- We build long term relationships with our clients
- We understand what is important to our clients



TUPE FAQs

What does TUPE mean to me?

TUPE stands for the Transfer of Undertakings (Protection of Employment) Regulations 2006. Essentially, you have the right to transfer to Mitie Limited, which must honour your existing terms and conditions of employment, as well as your continuity of service.

Who will my employer be?

Your employment will TUPE to Mitie (a wholly owned subsidiary of Mitie Group plc)

How will this change impact me?

In terms of your day-to-day job, very little should change. However, you will be consulted with if there are any changes to your day-to-day role.

When will the transfer take effect?

Your employment is due to transfer to Mitie Limited on 1st October 2022.

What happens next?

Mitie and your current employer are working together to ensure a smooth

transfer of your employment. We will hold one to one meetings with you to further discuss any issues that are personal to you. This will also allow us to check the information we have been provided regarding your employment is fully accurate. We will issue the timings of these sessions as soon as we have agreed these with Your current employer.

Will I need to complete forms and confirm my details?

We do have some forms that we need you to fill in to be able to put you on our payroll system. We will also need you to bring relevant ID with you so that we can establish your right to work in Ireland.

What happens to all my benefits?

Once Mitie have received the information from Your current employer, we will review this. Your contractual terms and conditions will transfer. If you have a benefit that we are unable to provide, then this will be discussed further during the consultation process to understand how we can minimise any impact on you.

What about my pension?

Pension schemes may vary between individuals. As such, we will discuss pension rights with you during the

consultation process to ensure that you are clear what will happen.

What happens to the length of service that I have built up with your current employer?

The length of service you have built up with Your current employer will transfer. Mitie will therefore recognise your original start date and will use it whenever they need to calculate your overall length of service. It's what we call your continuous service date.

Will I need to provide any other details to Mitie?

We will require you to provide an active personal email address and your bank details. This is necessary to set you up and pay you via our payroll system.

Should I report to work as usual after the transfer?

Yes, absolutely. It is very much business as usual.

What if I am not at work on the transfer date?

If you are not scheduled to work on the date of transfer, then you don't need to attend. Just come in as normal on your first working day after that date.



TUPE FAQs

Your employment will still transfer, as will your existing terms and conditions and continuity of service.

If you are scheduled to work on the transfer date but you are unable to attend work, you must contact your line manager to let them know why you can't attend. It is important you do this to ensure they know you have transferred and that you have not decided to opt out of the transfer.

What will happen if I am on maternity, adoption, paternity or parental leave on the transfer date?

You will transfer to Mitie whilst remaining entitled to this leave and any applicable payments, in line with your current terms and conditions of employment.



Your current employer will provide relevant correspondence of your entitlements in this respect.

What will happen to my holiday entitlement?

Your current holiday entitlement will transfer. If our holiday year differs then we will consult with you on this. However, this won't affect your holiday entitlement.

What will happen to my pre-booked holiday?

Your current employer will provide Mitie with notice of these holidays and these will be honoured. It would also be helpful if you discuss this during your one to one consultation.

For new holiday bookings, we will provide further detail on how to do so via Mitie's systems.

What happens if I don't want to work for Mitie?

We really hope that this won't be the case. However, you have the right to object to the transfer of your employment to Mitie. You need to be aware that if you decide you do not want to transfer, you will effectively be resigning voluntarily from your position immediately before the transfer date. As such you will not be entitled to a redundancy payment, notice pay or any other severance payment.

I am member of a trade union – should I speak with them?

If you are a member of a Trade Union, you are entitled to bring your

union representative with you to your consultation meeting, as a support only should you wish.

I have further questions that are not answered, what should I do?

If you have any further questions after your 1:1 HR clinics you can contact your People Partner Sarah Broderick at Sarah.broderick@mitie.com, or irelandpeoplesupport@mitie.com



RECOGNITION

It is really important to say thank you to our people for doing a great job and for this reason, Mitie has an online recognition tool called Mi Recognition which allows you to recognise the great work your colleagues do on a daily basis.

You can nominate a colleague for anything that makes a real difference to you, a colleague or a client. It could be for showing lots of initiative and fresh thinking, bags of passion and commitment, or for demonstrating a willingness to always go the extra mile in their daily job.

The key function of the Mi Recognition tool is that it allows all employees to nominate any employee, at any time, from any device on the following link:

FromMe2You - Recognition Portal

There are 3 areas to recognise the great work our colleagues do as follows:

1. Mitie Star Nominations

Any employee can be nominated for a Mitie Star. When you nominate an employee, you will need to



give a written testimonial as to why. The employee will automatically be issued with a certificate from the tool, which will include your testimonial.

Each month the Senior Leadership Team (SLT) review all the Mitie Star nominations with a monthly winner and runner up selected, where they received €250 and €150 vouchers respectively.

2. Mi Thanks

The Mi thanks option is a quick virtual on the spot recognition of €25 which employees can nominate each other for. It is a great way to recognise some of the great work which may go unseen on a day-to-day basis.

3. QHSE Best Save

QHSE is a key focus area for all of us at Mitie. Keeping our employees and our clients safe every day is of the utmost importance. This award is slightly different in that only People Managers can make the nominations in the Tool. However, this does prevent our employees from highlighting situations where a colleague has done something which has prevented a potential accident, and hence a good save.

All nominations are reviewed by the SLT each month and an overall winner is selected, where they receive a €100 voucher.



LONG SERVICE



We have a number of employees across the business who are celebrating a fantastic 10, 20, 30, 40 and 50 years of service. We honour continuous service as part of this scheme, so all your years of hard work and loyal service won't be forgotten when you join Mitie!

Diversity & Inclusion

We believe our diverse workforce makes us stronger, introducing us to fresh ways of thinking. We also believe everyone should have the opportunity to progress.

We have seven colleague networks on age, gender equality, disability, race & ethnicity, parents & carers, ex armed forces and LGBTQ+ colleagues, which are all sponsored by a senior leader in the business.

You can sign up to our networks at mitiepeople.com/dandi



OUR BENEFITS

As part of the Mitie team you will straight away be entitled to the following benefits

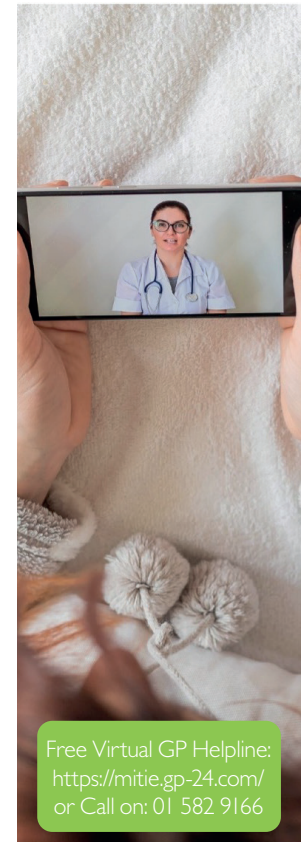
 MiWelbeing Programme	 Mental Health First Aiders	 MiWelcome	 Free Virtual GP
 Mi Recognition	 Long Service Awards	 Mi Deals	 Education Support & Learning Hub
 HSF Plan	 Employee Assistance Programme (EA)	 Talent Referral Programme	 Tax Saver & Bike to Work Schemes

FREE VIRTUAL GP

All permanent and fixed term employees of Mitie are given free access to a Free Virtual GP Service, provided by Medical Solutions. The confidential service is easy to access and available to all members of your household.

It includes the following benefits:

-  Unlimited GP consultations by phone or video for the duration of your employment with Mitie
-  The service provides expert advice, reassurance and where appropriate, diagnosis, from wherever you are in the world, without having to leave your home
-  Appointments can be booked via the phone or online (over a smart phone, tablet or computer)
-  Appointment times are flexible and are available 24 hours a day, 7 days a week
-  Private fit notes can be provided if required, as well as prescriptions if needed, (Although prescriptions will incur an additional cost to you, at competitive prices)
-  A translator can also be booked to join the consultation, this can be requested at point of booking – 240 languages are available




Free Virtual GP Helpline:
<https://mitie.gp-24.com/>
or Call on: 01 582 9166

EMPLOYEE ASSISTANCE PROGRAMME (EAP)


At Mitie, we care for our people and want you to be in tip top condition - both at work and at home. A helping hand when you need it most.

That's why we offer our free and completely confidential employee assistance programme (EAP). The EAP offers around the clock, expert advice on a range of topics encompassing your work life, home life and wellbeing.


Whether you're suffering from illness, you need some tips on how to progress your career or you'd like some help with managing your finances, our EAP can help!




Structured counselling by phone, face to face or online




An online self-help portal



Legal, debt and practical life management support



Structured counselling by phone, face to face or online



Post-trauma critical incident support



Do you need a listening ear?

Do you want to talk to someone about your work, relationships, children, money, your rights, health and wellbeing, management support or retirement?

Call Mitie's free and confidential helpline for 24/7, 365 days a year expert advice, information and support.

- Republic of Ireland: 1850 718 888
- Northern Ireland: 0800 1116 387

Or visit the website: www.inspiresupporthub.org
Company PIN: MITIEHUB

LEARNING HUB

We pride ourselves on our high performance standards so it's critical that we can provide our people with the tools to do their job in a brilliant and seamless way, whilst preparing for the future workforce.

We're also big on continuous learning and our learning and development offering is sure to cater to all needs.

The Learning hub is Mitie's digital learning system which is accessible 24/7 from any smart phone, tablet or computer and hosts over 200 online courses.

- | | |
|---|--|
|  Customer Service |  Equality and Diversity |
|  Information Security |  Managing Change |
|  Personal Development |  Understanding Budget and Finance |
|  Business Skills |  Health and Safety |
|  IT Skills |  Wellbeing at Work |
|  Social and Corporate Responsibility |  Teamwork |
|  Communication Skills | |
|  Managing and Leading Teams | |



USEFUL LINKS

Portal	Detail	Access link	User details
Mi Recognition	Mitie has an online recognition tool call Mi Recognition which allows you to recognise the great work your colleagues do on a daily basis. You can nominate a colleague for anything that makes a real difference to you, a colleague, or a client.	https://rewards.me2you.ie/login.asp	Username: Employee's 4-digit-long number Password: Employee PPS Number
Mi Deals	Mi Deals is our employee discount portal that provides fantastic savings at all of our favourite high street stores. It offers you discounts from a range of retailers.	https://mideals.rewardgateway.ie/	Create own account
Mi Leave	You may only take annual leave with the prior approval of your manager. All annual leave requests must be submitted via the company's online annual leave tool, Mi Leave.	https://mitie.annualleave.com/#/login	Username: Enter the email address you provided to the company Password: Upon set up you should receive an email from the system with a password.
Mi Payslips	Access your payslips online with a logon and password via a secure website.	https://my.corehr.com/pls/coreportal_mitiep	Username: Employee's 4-digit-long number Password: Use your PPS Number
Mi Careers	Link to vacant roles.	https://mitie.ie/careers	No account required

USEFUL CONTACTS PAGE

Payroll Issues

irelandpeoplesupport@mitie.com

The link to access your payslip is:

https://my.corehr.com/pls/coreportal_mitiep

The EAP number

1800 201 346

The Free Virtual GP number

01 582 9166



