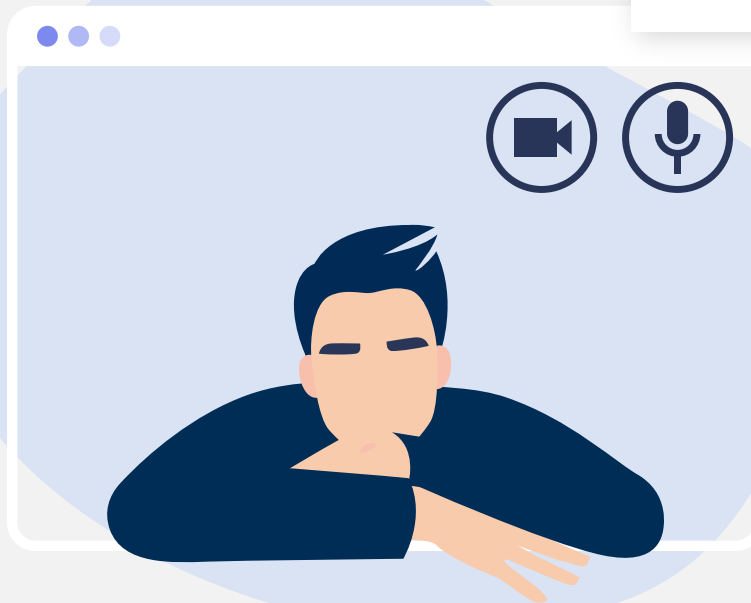


FM: MAKING IT HAPPEN

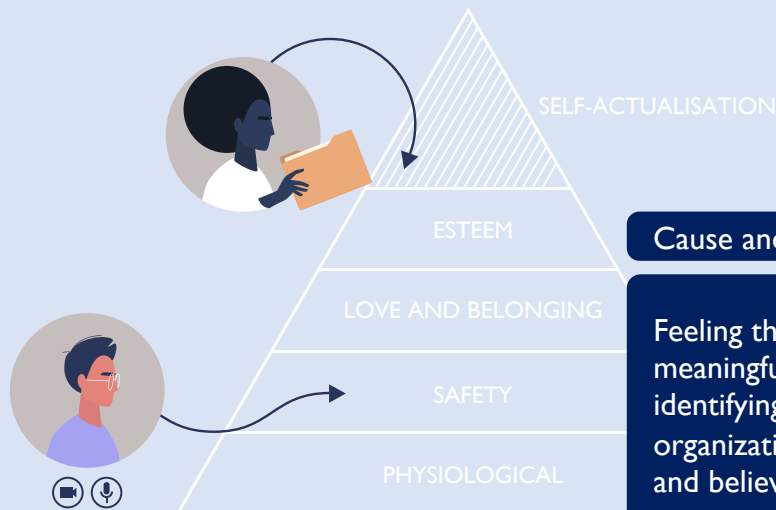
Have we forgotten the human factor in our race to bounce back?



Dan Guest
Chief Operations and
Commercial Officer
Mitie Technical Services



Maslow's Hierarchy of Needs is still relevant...



The exceptional, every day

...but the world is changing



Job Contract... and **Psychological Contract**

The unwritten expectations and obligations between employees and employers

Harvard Business Review

Cause and purpose

Feeling that you make a meaningful impact, identifying with the organization's mission, and believing that it does some good in the world.

Source of pride

Community

It's all about the people. Feeling respected, cared about, and recognized by others.

Drives our sense of connection and belongingness

Career

Having a job that provides autonomy, allows you to use your strengths, and promotes your learning and development.

At the heart of intrinsic motivation

Ask yourself... Is your organisation truly



inclusive

/inˈkluːsɪv/

adjective

1. including all the services or items normally expected or required.
"menus stating fully inclusive prices"

Similar:

all-in

all-inclusive

with everything included

comprehensive

in toto



2. not excluding any of the parties or groups involved in something.
"only an inclusive peace process will end the conflict"

The exceptional, every day



"Pay the wi-fi or feed the children": Coronavirus has intensified the UK's digital divide

What employees are saying about future of remote work

April 1, 2021 | Article

Self...

democratic spaces
places, or
kept people

Place:
Go big or they will
stay at home

Nurturing talent

Networking
opportunities

Growth opportunities
for young generations

Balancing parenting
and career

People:
Put employee
purpose first



Mental health charity *Mind* has declared a mental health emergency



54%

of parents with
children under 18 said
that looking after
family members in the
home made their
mental health
worse



40%

of millennials and
Gen Zs feel their
employers have
done a poor job
of supporting their
mental well-being
during this period²

\$1 trillion loss

is the expected cost to the
global economy caused due to
poor mental health³

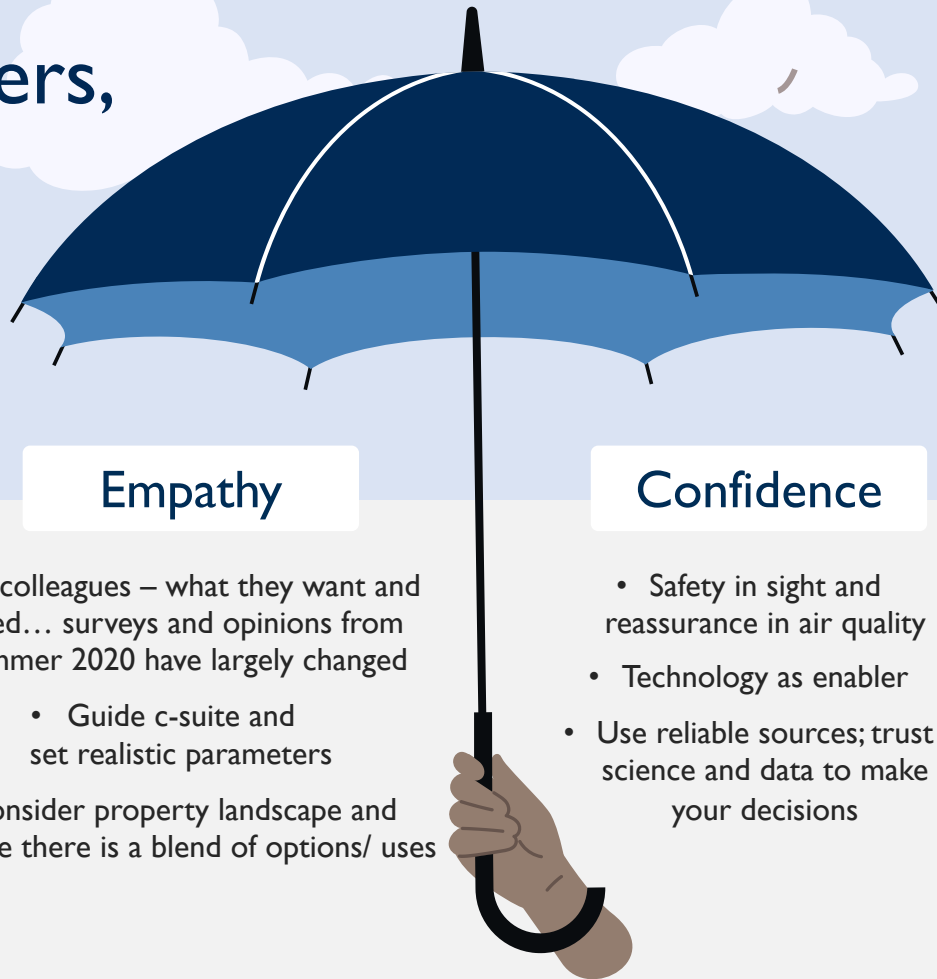
Just take a second
to pause...

Do you think your
organisation has
done all it can for
your colleagues?

Does your roadmap out of
lockdown consider how
inclusive your buildings
are?

Have we lost the
human factor in
the race to be safe
and compliant?

As FM Leaders, we can make **the** difference



Empathy

- Ask colleagues – what they want and need... surveys and opinions from Summer 2020 have largely changed
 - Guide c-suite and set realistic parameters
- Consider property landscape and ensure there is a blend of options/ uses

Confidence

- Safety in sight and reassurance in air quality
- Technology as enabler
- Use reliable sources; trust science and data to make your decisions

Empathy

At Mitie, our colleagues rightly have heightened expectations for our workplace...

Wellness and wellbeing has to be at the forefront. In a new hybrid model, the need to provide reassurance starts long before a colleague has left their home.

There is clearly a demand for **frictionless experiences**: from sequences of events to joined-up journeys. It needs to be as easy to work in the office as it is at home.

Colleagues want an environment to support **collaborative and inclusive working** – what's the point in leaving home if they are isolated and separated in the office?

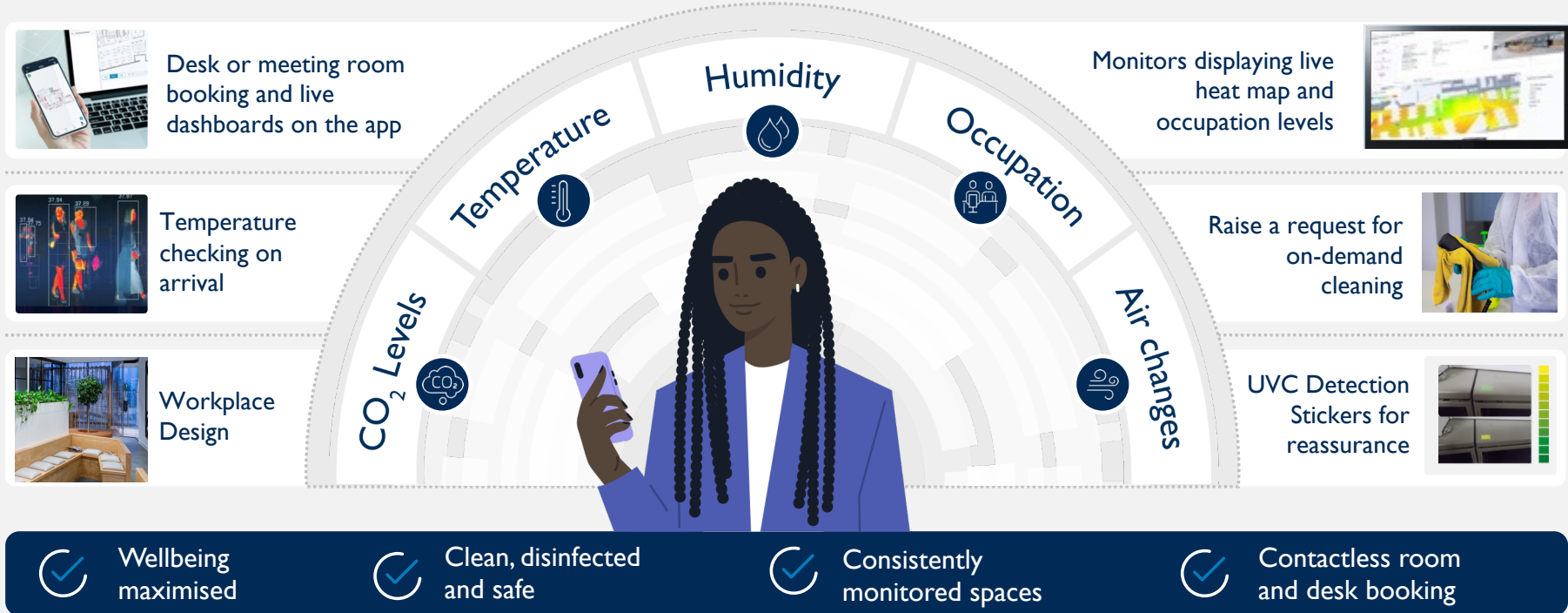
Safe, real-time and controlled **re-introduction to the building** for employees and visitors. Communication is everything

High expectations on **hygiene, sterility and cleaning** with constant visual reassurance that measures are in place

The exceptional, every day



We are using technology-led reassurance tools and visual guides in a variety of forms to build confidence in our workplaces





How will you
make **the** difference?



@DPG04