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Welcome to the 2005 Corporate Responsibility Index

Introduction to the Corporate Responsibility Index 2005

BACKGROUND

Business in the Community is pleased to launch its survey for the Corporate Responsibility (CR) Index 2005. The Index is a voluntary, business-led benchmark of responsible business practice. The Index was developed as a management tool to support companies in improving their social and environmental performance, whilst providing a systematic approach to managing, measuring and reporting the various impacts that companies have upon society and the environment.

The Index is based on a framework that Business in the Community developed in 2002 together with businesses, through a series of consultations and workshops involving over 80 companies and through engagement with a number of additional key stakeholders. To keep improving the questionnaire and ensure it remains relevant, we continued this engagement process in 2003 and 2004. However, to ensure consistency and to allow for year-on-year comparability, in 2005 we have not made any significant changes to the survey.

THE INDEX MODEL

The Index helps companies to assess to what extent corporate responsibility is integrated into corporate strategy, and whether it is translated into responsible business practice throughout the organisation. The survey covers four key management areas (Community, Environment, Marketplace and Workplace) and 6 key impact areas (3 environmental and 3 social ones). Weightings by section are as follows:

Corporate Strategy - 10%

Integration - 22.5%

Management - 22.5%

Performance & Impact Areas - 35%

Assurance & Disclosure - 10%

Weightings within sections are then distributed evenly between each question and sub-question (with very few exceptions).

BENEFITS OF PARTICIPATING IN THE INDEX

Feedback from Index participants highlights that companies, who use the Index as an internal management tool to raise awareness of corporate responsibility risks and opportunities, have found it useful in identifying how the integration of corporate responsibility throughout a company's activities can add value to the business. When used as a management tool, the Index can provide a number of benefits:

- it provides a focus on corporate responsibility risks and opportunities across the company;
- it brings different functions in an organisation together to understand and manage the CR key issues for the business;
- it reinforces good work that's already being carried out throughout the business, while identifying areas for improvement;
- it provides a practical framework for improving and communicating performance to both internal and external stakeholders;
- it challenges whether the business is conducting corporate responsibility activities in a systematic and integrated way;
- it provides a useful framework to support companies in identifying material and emerging issues for the Operating and Financial Review (OFR);
- it can help build stakeholder trust, by providing credible, independent information to stakeholders and investors, demonstrating a company's commitment to transparency.

KEY FEATURES OF THE INDEX

Participation in the Index is an integral part of Business in the Community's membership offering. Non-members are able to participate for a fee of £3,000, covering the full Index process, a detailed CR Index feedback report, publication of results in the Sunday Times *Top 100 Companies That Count* supplement, and an additional Environment Index rank and feedback report.

Companies invited to participate in the Index are FTSE 100 and FTSE 250 companies, DJSI sector leaders and the larger Business in the Community member companies (i.e. with significant economic presence).

- The CR Index is based on a self-assessed, web-based survey, which is password protected for each individual participant.
- All companies within the universe (see above) are eligible to participate - the CR Index is inclusive of all sectors.
- Companies are required to complete the Index based on 100% of their business activities. If certain activities only cover parts of the business, this is captured by the "business coverage" element within individual survey questions.
- The CR survey includes all questions of the Environment Index survey. Companies completing the full CR survey therefore automatically qualify for a separate listing in the Environment Index, and a separate Environment feedback report.
- Icons contain guidance notes within individual questions of the online survey. These provide definitions and guidance to support the understanding of why a particular question is important and how it may be applied within a business. The guidance notes are also available as a stand alone document to support companies in integrating corporate responsibility through their business. These can be downloaded online. It should be noted that it is not intended for the Index to be prescriptive about how companies should conduct their business. The survey has been developed with the intention to allow companies to explain and demonstrate their different approaches to corporate responsibility, and to

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explain their special circumstances in relation to any survey questions as appropriate.

Further background details about the Corporate Responsibility Index, how it has been developed and answers to frequently asked questions can be found at: www.bitc.org.uk/crindex

SUGGESTED APPROACH FOR COMPLETING THE INDEX

1. Gain familiarity with the survey and guidance notes to understand what information is required to complete your submission.
2. Form a cross-functional team (committee, forum, working group, etc.) to discuss the survey requirements, to delegate responsibilities for completing parts of the survey and obtain relevant supporting evidence.
3. Distribute copies of the survey and guidance notes to relevant team members.
4. Nominate a co-ordinator with responsibility for ensuring that the survey is completed correctly, reviewed thoroughly and submitted on time. This person should also be confirmed as the main Index contact for Business in the Community and should understand your company and its CR issues to be able to discuss them during the submissions review process.
5. Nominate a person with sufficient authority to ensure any problems or delays that may arise will be dealt with promptly and effectively.
6. Provide access to the online survey to people responsible for specific areas of corporate responsibility, or alternatively distribute the MS Word version of the survey, which is available on the message board of your Index homepage.
7. Set internal deadlines for people to complete specific survey questions/sections and provide relevant supporting evidence, to be then collated and uploaded onto the online system.
8. Schedule meetings with relevant team members to update on progress and deal with any queries. If information is still missing, ascertain the reasons why and start identifying areas for improvement (you can start this already while completing the survey, rather than waiting until the full feedback report).
9. Refer to the Index guidance notes for help with specific questions, and if still uncertain, please contact the Index team at Business in the Community.
10. Attend Index workshops held by Business in the Community during September/October.
11. Senior sign-off is required before officially submitting your survey. Once your submission is complete, obtain sign-off from your Chief Executive, Chairman or Board Director with appropriate responsibility. This often takes some time, so ensure that you have allowed for it.
12. Submit your survey online as soon as it is complete and signed-off, and in any case no later than the deadline.
13. Meet with the Index signatory (board member) and cross-functional team upon receipt of confidential feedback, to discuss the outcome and develop an action plan to implement further progress.
14. You may start identifying any issues or gaps as you go through the above process. Consider developing an action plan as issues arise.

INDEX TIMETABLE

9 Sept 2005 - Launch of the on-line survey

4 Nov 2005 - Deadline for survey submissions

Nov 2005 to Jan 2006 - Companies visited by Business in the Community

27 Mar 2006 - Feedback reports issued to companies

7 May 2006 - Sunday Times *Companies that Count* supplement published with top 100 ranking

8 May 2006 - CEO results launch event

9 May 2006 - Annual conference, informed by the Index results

June 2006 - CR Index report with analysis of the results

Further background details about the Corporate Responsibility Index, how it has been developed and responses to a number of frequently asked questions can be found on the following web address www.bitc.org.uk/crindex

The Index Survey

The Index enables companies to assess the extent to which corporate responsibility is integrated into corporate strategy and translated into responsible practice throughout the organisation. It covers the following key areas:

CORPORATE STRATEGY ([Questions 1 - 6](#))

Complete every question

INTEGRATION ([Questions 7 - 15](#))

Complete every question

MANAGEMENT ([Questions 16 - 42](#))

Complete as follows:

Community Management -complete every question

Environment Management -complete every question

Marketplace Management - complete 29, 31, and 32, plus two out of 30, 33, 34, 35, 36, 37

Workplace Management -complete every question

PERFORMANCE & IMPACT (Questions 43 - 89)

Complete six impact areas in total (3 environmental impact areas and 3 social impact areas)

Environmental Impact Areas (Questions 43 - 67)

Two core environmental impact areas:

- Climate Change (Overall KPI) or Climate Change (Individual KPIs);
- Waste and Resource Management

Plus one additional environmental impact area:

- Biodiversity; or a self-selected environmental impact

Social Impact Areas (Questions 68 - 96)

Two core social impact areas:

- Product Safety;
- Occupational Health and Safety;
- Human Rights in the Supply Chain;
- Diversity in the Workplace; or
- Community Investment

Plus one additional social impact area:

- Any third of the above core social impact areas; or a self-selected social impact

ASSURANCE (Question 97a & b)

Chief Executive Sign-off (*required*)

Changes that could affect company performance

Case study examples

2005 Changes

To ensure consistency and allow for comparability with last year's results, no significant changes have been made to the 2005 survey.

However, please note the following:

- **Two new, optional Marketplace questions** have been introduced (Questions 36 and 37), on corporate lobbying and on business behaviour when legislation is either absent or poorly enforced. These have been developed by Business in the Community's new Marketplace Taskforce and have been introduced as optional questions, thereby increasing the choice available to companies rather than imposing any new compulsory questions.

- **Specific requirements for supporting evidence** have been introduced for individual questions, to add further assurance to the validation process and clarify what kind of supporting materials are required for different survey sections.

- **2004 responses have been carried over** for previous Index participants, in order to make completion of the survey as easy as possible. Previous responses are to updated/confirmed as appropriate.

- **To help reduce questionnaire fatigue** to companies, over the last year Business in the Community has worked closely with EIRIS to start aligning each others' data requirements. Initial progress has focused on environmental information. As a result, companies who have completed the 2005 EIRIS questionnaire will find that some of that information has been used to pre-populate relevant environmental questions within the CR survey (again to be updated/confirmed as appropriate).

- The environmental **Waste & Resource Management questions** has been slightly modified, to reduce the risk of possible misinterpretations. Two key strands (waste generation/disposal, and waste recycling/re-use) are now consistently covered throughout the section.

- Business in the Community has also worked with the London Stock Exchange to enhance their **Corporate Responsibility Exchange (CRE) platform**. Companies signed up to the CRE will again be able to use this as an alternative route into the BITC Indices. For further details, please contact Caron Mann (020 7797 1166, cmann@londonstockexchange.com)

- Finally, to add value to the Index process, Business in the Community this year is aiming to significantly increase the number of **Index validation visits**. The aim is to visit 100% of participants (possibly excluding those that were visited recently, or those whose submissions only raise very few follow-up queries).

Publication of Index Results

Company feedback reports

Following the Index' submissions review/validation process, participants will receive their company specific feedback report, benchmarking their company's performance against that of others in their sector, and against the overall universe of Index participants. This will include company scores, and sector and Index averages for individual questions within each survey section. Feedback reports will help identify areas of strength, while highlighting gaps in performance and areas for further improvement. Companies may also decide to disclose their feedback reports to demonstrate their commitment to transparency, thereby building stakeholder trust and showing how business is taking the lead in public reporting.

Sunday Times Supplement

As last year, the results of the Corporate Responsibility Index will be published in the Sunday Times *Companies that Count* supplement on 7 May 2006. The supplement will provide an overall picture of companies' performance and highlight examples of good practice. Individual companies will be ranked from 1 to 100 based on their total Index scores.

Index report

In June 2006, Business in the Community will publish a full Index report, including detailed results of both the CR and Environment Index.

Environment Index

Companies that have participated in the broader Corporate Responsibility Index will have completed the same set of questions contained within the Environment survey, and will therefore also be included in the Environment Index, unless requested otherwise within their CR submission (under Company Details). The Environment Index ranking will be published in a separate executive summary on Monday, 8 May 2006.

Business in the Community's Website

A copy of the Index Executive Summary will be made available on Business in the Community's web-site at: www.bitc.org.uk
Company information will be held and used subject to Business in the Community's obligations and responsibilities under the Data Protection Act 1998. With regards to the survey's Disclosure question (Q97b), please note that Business in the Community will not unilaterally disclose company feedback reports or submissions. If companies have stated their willingness to disclose, any requests for companies' individual feedback reports or full submissions will be directed to companies themselves.

How to Navigate Around the Index

The following information will assist you in the online survey. It may be useful to refer back to this page if you have any questions, whilst you are completing the survey.

User requirements

All you need is a web browser that supports Internet Explorer 5.0 or higher, or Netscape 6 or higher. No additional software is necessary. The speed of downloading some of the pages will vary depending on the internet connection you are working on.

Capability

The service will allow companies to:

1. Complete either the Corporate Responsibility Index or the Environment Index.
2. Review the status of completion.
3. Save work done and revisit site to continue completing later.
4. Access guidance notes to assist in completing the questions.
5. Download previous year's feedback reports (for companies that participated previously in the Environment Index or the Corporate Responsibility Index).
6. Send queries to Business in the Community from pages within the surveys.
7. Attach company documents to specific questions as supporting material.
8. Print the entire survey for internal circulation.
9. Receive updated articles or messages from Business in the Community through the Message Board function.

Navigation

There are three ways to navigate through the online service:

1. Using the links on the Survey Summary Page to go to a specific question.
2. Clicking on the *NEXT* and *PREVIOUS* buttons which are located at the top and bottom of each page in the surveys.
3. Using the drop-down menu to go to a specific question without going back to the Survey Summary Page.

Saving

Information will only be saved if you navigate using options 2 or 3 above.

Using the *Backor Forward* arrows on your browser or reverting to the survey summary page will NOT save your responses. Also, the system will log out after one hour if left inactive and any information not saved will subsequently be lost.

Other Functionality

You will find several other buttons on the surveys which will assist you in completing the questions. These are as follow:

1. Queries

If you have any queries or comments, click on the *Queries* button on the left-hand panel throughout the survey. A pop-up window will appear and you can enter your feedback in the space provided. Business in the Community will respond to your query via email or telephone.

2. Guidance

Also located in the left-hand column, this function is available to provide you with more information regarding the question you are currently working on. The information will contain information on why this is important, definitions, additional guidance notes, examples and a list of supporting evidence etc. You will also find small icons (small question mark within a circle) located within the question itself with specific help information. In addition, the overall guidance notes are available through the message board entitled - *PDFs of 2004 Surveys and Guidance Notes*.

3. Link Supporting Documents

To simplify the process of providing supporting materials in conjunction with your response and to reduce the amount of paper sent to Business in the Community, we have developed this function which will allow you to browse your computer or company network for relevant documents and link them automatically. The documents will be linked to the question you are currently working on. To view the uploaded documents go to the survey summary page and click on the paperclip icon.

4. List Supporting Evidence and Clarification

Located at the bottom of each question is a text box for. Please use this space to clarify your response and list supporting evidence that we could seek if we require further information to support your response. This will assist the Business in the Community team in assessing your submission.

5. Download Survey and Guidance Notes (printer-friendly versions)

Click here to download the entire survey containing the answers you have entered. You may save or print a copy of this document. This year the document will appear in a standard pdf format. If you require a copy of the entire survey (without your answers) or guidance notes please print off the Microsoft Word documents or PDFs which can be accessed through the message board.

6. Message Board

This function is to be found on your company homepage and will host articles (e.g. Frequently Asked Questions, links to download pdfs, information on communications, further background information, etc) which may be of use while completing the survey. Check this space for updates.

7. Link to Uploads

Any links listed here will be specific to your company. Past Corporate Responsibility and Environment Index feedback reports, advisory service reports, etc. will be viewable here. Click the link to view these documents.

Security

The online service has been developed with three unique security points through SSL encryption of data during transmission, a firewall-secured server and application security. You will have received a unique username and password for your company. For internal purposes, you may wish to share responsibility with colleagues, and this year we have developed a company administration module (permissions) to allow you to allocate editing rights. Business in the Community will not process any results until we have received sign-off confirmation in the form of a fax. If you forget your password contact us and we will issue a new one.

Blue and Red Ticks

The colour-coded ticks on the top right hand corner of each question, and on your survey summary page, indicate the stage of completion you have reached for each survey question.

Ultimately, you want all your ticks to be full red ticks, to assure yourself that you are ready to submit your survey for processing. However, please note that even if your ticks are not all full red ticks, it is still possible to submit a survey.

Key

empty box, with red border = question to do (no answers have been provided yet)

red box, partial tick = incomplete answer, to be completed

red box, full tick = complete answer, ready for submission

blue box, partial tick = incomplete answer carried over from 2004, needs to be completed and confirmed (at the bottom of the question)

blue box, full tick = complete answer carried over from 2004, but still requires confirmation for 2004 (which will turn the full blue tick into a full red tick)

Company Details

Please describe what your business does, what your core business activities are, how big your company is (e.g. by turnover or number of employees), outlining your company structure and including out-sourced activities etc.

0.1 Company Name (to be used in all Index publicity and communications):

MITIE Group PLC

0.1.2 Main Business Activities

For corporate clients;
Cleaning, Catering, Business Services, Engineering Maintenance, Engineering Services, Landscaping, Managed Services, Pest Control, Property Services and Security.

0.1.3 Listed Business Sector

Support Services

0.1.4 Turnover/Revenue (£,E,\$ per annum):

£820 million

0.1.5 Number of Employees

33,000

0.1.6 Structural Overview

MITIE Group PLC is divided into two main sectors;
Support Services and Building Services

0.1. Please indicate the global regions where your major operations are located (including joint ventures/ subsidiaries in which you have management control or influence). For UK based companies this may be just the UK:

UK

0.1.8 Please indicate where your major sales regions are located and whether you use intermediaries such as agents in your major sales areas:

Around 120 locations throughout the UK

0.1.9 Please confirm the scope of operations covered by your survey submission:

100% of national operations* (for UK, Australian businesses etc.)

100% of global operations* (for global businesses, listed on FTSE or DJSI)

National operations only (for global businesses, not listed on neither FTSE nor DJSI)

* NB: If certain activities only cover parts of your business, this should be reflected by the "business coverage" element within individual survey questions.

National businesses (UK, Australian, etc): - Businesses that have only a national presence are required to complete the survey based on 100% of their national operations.

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Global businesses, listed on FTSE or DJSI: - Global businesses that are FTSE listed and/or Dow Jones Sustainability Index sector leaders are required to complete the survey on the basis of their global operations.

Global businesses, not listed on neither FTSE nor DJSI: - Global businesses that are neither FTSE listed nor Dow Jones sector leaders may still be eligible to participate in the Index if they are larger BITC members (level 1 or 2). While encouraged to complete the survey on the basis of their global operations, these companies may limit the scope of their survey submission to the scope covered by their BITC membership (e.g. complete the survey based only on their national operations, if only these are covered by membership). This will be highlighted in the final results as appropriate.

0.1.10 Please indicate your reporting period for this survey. (For previous participants this should follow on from last year's submission)

The year prior to 9 September 2005

Last public reporting cycle (e.g. financial reporting year), please specify:

Other, please specify:

0.1.11 All Index participants will be reported publicly in the CR Index. In addition, by completing the CR Index survey you will also complete all the environmental questions required for the Environment Index, and will therefore automatically be entered into the Environment Index as well. If you do not wish to be publicly reported in the Environment Index, please indicate below.

Our company does NOT wish to be publicly reported in the Environment Index 2005.

Practitioner Contact Details

Please provide the details of the person who will be the main contact for Business in the Community throughout the Index process.

Main Contact:

0.2.1 Title

0.2.2 Surname

0.2.3 First Name

0.2.4 Job Title

0.2.5 Phone Number

0.2.6 Email Address

john.telling@mitie.co.uk

Second Contact (if applicable):

0.2.7 Title

Mr

0.2.8 Surname

Barthorpe

0.2.9 First Name

Stephen

0.2.10 Job Title

Group Corporate Social Responsibility Manager

0.2.11 Phone Number

01179708842

0.2.12 Email Address

stephen.barthorpe@mitie.co.uk

Chief Executive Contact Details

Please provide the details of your CEO who, together with your Index practitioner(s), will receive notification of your 2005 Index results.

0.3.1 Title

Mr

0.3.2 Surname

Stewart

0.3.3 First Name

Ian

0.3.4 Address Line 1

No. 8 Monarch Court

0.3.5 Address Line 2

The Brooms

0.3.6 Address Line 3

Emersons Green

0.3.7 Post Code

BS16 7FH

0.3.8 Town

Bristol

0.3.9 Country

UK

1 Corporate Values

Definition

Corporate values are high level statements that provide an understanding of 'what the company stands for', 'what the company is prepared to be responsible for' and 'what the company's future goals and objectives are'. Your company may describe 'Corporate Values' as Vision and Values, Corporate Purpose, Mission Statement or Goals and Objectives etc. - they all share a common goal of setting the boundaries by which the company operates.

Does your company have a statement of overall mission and values, which references your company's commitment to one or more aspects of corporate responsibility?

No

Yes (please tick all that apply):

Our company has a high level corporate statement which references one or more commitments to corporate responsibility (eg do no harm to the environment, operate with integrity etc)

Please provide copy of the statement:

Corporate Objectives include the commitment; 'To demonstrate appropriate corporate social responsibility'

The statement has been signed off by the Chairman, CEO or main Board member with responsibility for corporate responsibility

The statement is in the public domain

Please indicate report page or direct web-link:

web-link www.mitie.co.uk

2 Corporate Responsibility Principles

Definition

Corporate responsibility principles relate to the overarching principles through which a company plans to run its business activities in a responsible way. They may be termed Business Principles, Code of Conduct, Guiding Principles or Statement of Principles. Alternatively they may be covered by a stand-alone corporate responsibility policy. (Please note that this question asks about overarching principles, as opposed to the more detailed policy documents referred to in Q6.)

Does your company have high level corporate responsibility principles that define its views of the responsibilities it accepts with regards to its key stakeholders (i.e. that show the company's understanding of its corporate responsibilities)?

No

Yes, our company has high level corporate responsibility principles, which outline our commitments to our key stakeholders and which cover the following elements:

(Please tick all that apply)

Community

Environment

Marketplace - supply chain / outsourcing / intermediaries

Marketplace - customers / consumers

Workplace - employee issues

Workplace - occupational health and safety

Business Conduct

The statement of high-level corporate responsibility principles:

Has been signed off by the Chairman, CEO or main Board member with responsibility for corporate responsibility

Is in the public domain

Please indicate report page or direct web-link:

web-link; www.mitie.co.uk and mitie intranet and also Annual Report & Accounts pages 20-22

3a Leadership - Responsibilities (BiE)

Has your company appointed a main board member(s) with specific responsibility for the various components of corporate responsibility?

Please complete all that apply:

	No	Name of main board member	Job Title	Board member responsibilities formally confirmed	Board member's CR role reported publicly (report page/ web-link):	Date of last CR report to the Board
Community	<input type="checkbox"/>	Ian Stewart	CEO	<input type="checkbox"/>	Board member's CR role reported publicly (report page/ web-link):	
Environment	<input type="checkbox"/>	Ian Stewart	CEO	<input type="checkbox"/>	Board member's CR role reported publicly (report page/web-link):	
Human Rights	<input type="checkbox"/>	Ian Stewart	CEO	<input type="checkbox"/>	Board member's CR role reported publicly (report page/web-link):	
Marketplace - supply chain	<input type="checkbox"/>	Ian Stewart	CEO	<input type="checkbox"/>		
Marketplace - customers/consumers	<input type="checkbox"/>	Ian Stewart	CEO	<input type="checkbox"/>		
Workplace - occupational health & safety	<input type="checkbox"/>	Ian Stewart	CEO	<input type="checkbox"/>		
Workplace - employee issues	<input type="checkbox"/>	Ian Stewart	CEO	<input type="checkbox"/>		

List of supporting evidence and clarification

Annual Report & www.mitie.co.uk

3b Leadership - Reporting

Does your company regularly debate/discuss CR matters at board meetings?

No

Yes, our company regularly debates/discusses CR matters at board meetings:

(Please tick all that apply.)

There has been a substantive discussion on CR at the board level in the last year, of sufficient depth to warrant inclusion in the minutes

The board have reviewed the key CR issues for the company in the last year eg as part of a formal CR review

The board has approved specific actions relating to CR

For example:

Monthly CSR reports formally tabled and discussed at Executive Committee meetings.

The board has discussed specific KPI's to measure our performance on CR

For example:

List of supporting evidence and clarification

CSR Manager reports directly to Chief Executive
CSR Manager produces reports for Executive Committee meetings attended by main board directors.

4 Advocacy

Does your company demonstrate leadership in corporate responsibility?

No

Yes, our company:

(Please tick all that apply.)

Our company is an active member of a sectoral, or business led forum(s) which considers corporate responsibility as one of the (or the) key issue(s) which it covers (please indicate below)

Example:

Participated in the Business Services Association panel to formulate their CSR Code of Practice

Our company has implemented some form of company wide internal communication to spread awareness of the company's activities on corporate responsibility during the reporting period.

Example:

CSR awareness presentations undertaken regularly by Group CSR Manager. CSR guidelines and 'Risk & Opportunity Register' available on the MITIE Intranet

Our company has advocated its commitment to corporate responsibility through the substantive public activities of one of our board members or senior executives and communicated it to staff or the wider community eg public speeches, spoken at conferences, participated in company community activity

Example:

Group CSR Manager is a national and international conference speaker and author of CSR related academic papers and journals.

Our company has advocated its commitment to corporate responsibility through the substantive public activities of two or more of our board members or senior executives and communicated to staff or the wider community

Example:

Board member commitment to MITIE Skills Centres throughout UK. & Board level commitment to MITIE's national Charity of the Year events.

Our company gets involved in shaping policy/commenting on government consultation documents (relating to corporate responsibility) in a way which is consistent with our corporate vision and responsibilities

Example:

Our company has received third party recognition for our performance on a key aspect of our company's corporate responsibility agenda (please provide details) during the reporting period

Example:

ELBA Morgan Stanley Award recognition received November 2005. Also PFM for Sustainability awarded November 2005

List of supporting evidence and clarification

Business Services Association CSR Policy

5 Risk Management Process

Has your company integrated corporate responsibility issues into its overall business risk evaluation process?

Our company has identified the 'material' risks and opportunities arising from its corporate responsibility issues and affecting its share value, and has assessed them as part of our ongoing risk management process, which covers the following:

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees)

Please tick 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
Risk/opportunity review involved dialogue with senior managers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Involved dialogue with key external stakeholders where we have operations, supply chains or markets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Risk/opportunity review covered community issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Risk/opportunity review covered environmental issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Risk/opportunity review covered marketplace issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Risk/opportunity review covered workplace issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Processes are in place to review corporate responsibility issues at least yearly at board level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The company can demonstrate it has an independent review process in place (e.g. independent internal audit process that covers CR issues)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In support of your answers, please indicate one significant risk/opportunity identified in each of the areas below. Where your risk evaluation process has confirmed no significant issues, please indicate accordingly and explain.

5.9 Community:

CSR Risk & Opportunity Register identifies;
 Links with local community (schools, charities, special interest groups etc.)
 Volunteering opportunities with above
 Mentoring opportunities with above

5.10 Environment:

CSR Risk & Opportunity Register identifies;
Waste management issues (Reduce, Re-use, Recycle)
Environmental Impact Assessments
Sustainability Issues (low-carbon footprint issues, tree planting / carbon neutralising etc.)
CSR (Environment) Champions Forum
Discussions with Carbon Trust
Discussions with Energy Saving Trust

5.11 Marketplace:

CSR Risk & Opportunity Register identifies;
Opportunities to align CSR and environmental initiatives with clients

5.12 Workplace:

CSR Risk & Opportunity Register identifies;
Employment of local community (with particular regard to- diversity, equal opportunities, ethnicity, returners to work, disadvantaged and disabled in the community).

List of supporting evidence and clarification

CSR Risk & Opportunity Register
Risk Assessments ?

6 Policies (BiE)

Definition

A policy is a detailed statement of commitment and intent regarding a company's performance on a specific aspect of corporate responsibility and gives rise to the company's objectives and targets in this area. Policies are a means by which a company can translate corporate values into commitments and responsibilities - they can often be expressed in relation to specific stakeholders.

Does your company have a written corporate policy statement(s) that covers the following key areas of corporate responsibility?

Please tick one box in each row.

	No	Yes and can confirm A and B	Yes and can confirm A, B, C, D	Yes and can confirm ALL statements
Community	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Human Rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketplace - supply chain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketplace - customers/consumers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workplace - occupational, health & safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workplace - employee issues	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Qualifying Statements

Our corporate policy statement(s):

- A. Address relevant company activities and significant impacts or issues identified.
- B. Are approved by relevant board member.
- C. Are available internally throughout the company.
- D. Are regularly reviewed (at least annually).
- E. Are available in the public domain.

For statement E, please use the space below to indicate where policies can be found in the public domain, specifying report pages/web-links.

List of supporting evidence and clarification

We have statements regarding our company's approach regarding these issues although they are not currently formalised as policies. Please refer to our web site; www.mitie.co.uk

7 Integration of Corporate Responsibility Principles

Does your company have a process in place to ensure that your Corporate Responsibility Principles (see Question 2) are integrated and upheld throughout the organisation?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc.)

Please select 0% if a statement does not apply.

Our company has undertaken the following:

	0%	1-25%	26-50%	51-75%	>75%
Staff have received a copy of our corporate responsibility principles in the local language (or business language)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Our corporate responsibility principles have been reviewed at the SBU/country level and have been adapted to meet any specific cultural issues, without breaching their spirit	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have asked our staff whether they believe we live up to our corporate responsibility principles, and can demonstrate that we have taken steps to address areas of concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We have asked other key stakeholders whether they believe we live up to our corporate responsibility principles, and can demonstrate that we have taken steps to address areas of concern	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

List of supporting evidence and clarification

All employees are issued with company newsletters e.g. Horses Mouth which feature CSR issues prominently. Also internet and intranet sites feature CSR issues, principles etc.
Employee Forum formally instituted to provide effective communication channel across the MITIE Group.

8 Business Conduct

Definition

Business conduct are the behaviours and procedures that ensure a company and its employees adopt the highest standards of business

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integrity and responsible business practice, especially in its relationships with employees, customers/consumers, shareholders/investors and suppliers.

Has your company implemented procedures to support and ensure that its employees live up to company standards of business behaviour whilst conducting company business?

Please tick all that apply as % coverage across business (e.g. by no. of employees, etc.)

Please select 0% if a statement does not apply.

Our company has the following in place:

	0%	1-25%	26-50%	51-75%	>75%
A published code governing the conduct of our employees including agents/intermediaries and major contractors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Confidential reporting mechanisms (e.g. whistle blowing mechanisms)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We prohibit the giving and receiving of bribes, including gifts (adapted to special conditions in certain cultures)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We monitor compliance with our code governing the conduct of our employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We have disciplinary procedures in place in the event improper business conduct is identified	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We regularly review our codes or values relating to business conduct	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please provide a copy of your Code of Conduct. If it is in the public domain, please indicate report page/web-link below.

List of supporting evidence and clarification

Employee Code of Ethics details behavioural issues
Employee contracts also describe conduct requirements

9 Performance Management

Are corporate responsibility issues linked to people's performance reviews/appraisals across the company?

Please tick all that apply, and provide examples of supporting evidence below.

	Community	Environment	Marketplace	Workplace
CR issues are explicitly included in the appraisal of staff with direct functional responsibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CR issues are explicitly included in the appraisal of senior managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CR issues are explicitly included in the performance review of board member(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The above often occurs through the use of CR objectives and targets that are integrated into employees' roles and objectives, or by examining employees' compliance with the company's business principles and policies.

If your company has an alternative formal system for ensuring that responsibilities are delegated and understood throughout the organisation, please clarify below.

List of supporting evidence and clarification

Currently these issues are not linked to performance reviews

10 Remuneration and Bonus Systems

Do your remuneration or bonus systems link to people's CR objectives and targets (see Q9) to support the integration of corporate responsibility issues across the company's operations?

Please tick all that apply, and provide examples of supporting evidence below.

Our remuneration or bonus system links to people's CR objectives, for:

	Community	Environment	Marketplace	Workplace
Staff with functional responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Board Members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For board members your response should be consistent with what is reported in your company's remuneration report, and should reflect whether board members are given KPIs for corporate responsibility issues.

If your company has an alternative formal system for rewarding staff for their performance on CR issues, please clarify below.

List of supporting evidence and clarification

Not currently

11 Strategic Decision Making

Does your company's strategic decision-making process include, as a minimum standard, an environmental and social assessment for each decision?

Our company (please tick all that apply):

	Has considered the environmental impact of the decision	Has considered the social impact of the decision	Can provide an example where it has affected our decision/implementation programme*
For investments in new countries, new markets, mergers and acquisitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When downsizing, restructuring or dis-investing from a market or country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the research & development of new products and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When considering new business partners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In selection of Pension Fund Managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* Please provide examples below. Where CR issues were considered in the decision-making process, but did not affect the final outcome, please explain how the final decision was reached.

Examples of how CR issues have been considered in:

Investments etc:

Downsizing etc:

Research & Development etc:

Business partners etc:

Selection of pension fund managers etc:

List of supporting evidence and clarification

We do not have a formal process for assessing these issues however they are included within the decision making process.

12 Training and Development

Has your company implemented training and development programmes to support the integration of corporate responsibility throughout the company?

Please tick all that apply as % coverage across business (e.g. no. of employees that receive training). Please select 0% if a statement does not apply.

Our company provides:

	0%	1 - 25%	26 - 50%	51 - 75%	> 75%
Training on corporate values	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Training on business principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Training on business conduct	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Specific CR training/briefing on topics as they arise e.g. disability, environmental legislation, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

NB: Placing information on the intranet does not qualify as 'training', unless there is a formal, interactive feedback/learning mechanism in place that ensures uptake across the business.

Please provide examples of your training programmes below, describing how they cover corporate responsibility issues.

List of supporting evidence and clarification

Induction for all employees emphasises corporate values, principles and conduct.
CR training/briefing is provided at CSR Champion Forum events and also seminars and conferences e.g. National HR Manager conferences and SBU seminars and conferences discussing; DDA, Environment, H&S, Welfare issues etc.

13 Senior Management and Board Members Training/Briefing

Do your senior managers and board members receive training/briefings to support their understanding of corporate responsibility issues across the company?

Please tick all that apply as % coverage across business (e.g. no. of senior managers and board members that receive training). Please select 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
Senior managers' training/ development/ leadership courses or forums include relevant corporate responsibility issues for the business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Board members receive training on relevant corporate governance issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Board members' receive training or formal briefings that cover relevant corporate responsibility issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please clarify who are considered to be 'senior managers' in your organisation, and provide examples of your training programmes below, describing how they cover CR and corporate governance issues.

List of supporting evidence and clarification

Senior Managers are considered to be those in authority and having influence in SBU's with employees, contractors and clients e.g. Company Directors, Contract Managers, Project Managers and specialists e.g. H&S Managers etc.
 CSR Champion Forum provides useful professional development.
 H&S Managers also engage in training and development.
 Board members receive formal briefings from the Internal Audit and Risk Management team

14 Stakeholder Engagement

Does your company actively involve its stakeholders in shaping its views and responses on various aspects of corporate responsibility?

Our company actively involves its stakeholders:

(Please tick all that apply)

	Community	Environment	Marketplace	Workplace
In the identification of risks and opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the development of policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the identification and monitoring of key performance indicators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In shaping our company reporting of corporate responsibility issues	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide examples of how you have involved your stakeholders in the different CR areas, outlining who the stakeholders were and how their view were taken into account.

List of supporting evidence and clarification

On-going dialogue with customers, investors and employees.

15a Reporting

Does your company publicly report its position on corporate responsibility issues?

No

Yes, our company has publicly reported our progress and performance across the corporate responsibility agenda during the last reporting period. Our public reports include the following (please tick all that apply):

Corporate context, e.g. an overview of the company's structure and operations, major products and/or services, geographic locations etc.

The process used to identify and understand our key social risks and opportunities.

The process used to identify and understand our key environmental risks/opportunities.

Report page/web-link:

www.mitie.co.uk also see Annual Report & Accounts

A description of how the company is managing its key social and environmental risks, including:

Governance and management structure.

Monitoring and audit processes.

Report page/web-link:

www.mitie.co.uk also see Annual Report & Accounts

A description of our approach to stakeholder engagement, including:

Identification of key stakeholders.

How the company engages with key stakeholders.

How the company responds to stakeholder feedback.

Report page/web-link:

A third party independent statement, which covers:

Company activities.

The completeness, materiality and responsiveness of the report, and includes stakeholders in the assurance process (e.g. AA1000 approach)

Report page/web-link:

15b Scope of Reporting

Does your company's reporting on corporate responsibility cover the following elements?

Please tick all that apply:

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	Description of key issues	Key performance data	Progress against targets	Third party independent statement covers data assurance	Disclosures account for > 75% operations
Community	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketplace - supply chain	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketplace - customers/consumers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workplace - occupational, health and safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workplace - employee issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In support of your answers, please indicate relevant report pages/web-links below.

List of supporting evidence and clarification

Annual Report 2005 provides information on the above key issues.

Community

16 Key Issues

Definition

Community relates to the interface between business and society, which can be both positively or negatively affected by a project, product or investment on a local or global level. A community is a group of individuals bound by a common experience who affect, or are affected by, the business operations. As such, a community may be bound by geographic proximity (city, town, local neighbourhoods), historical relationship (partners/recipients of corporate investment activities) or common characteristic (ethnicity, gender, disability etc).

What are your company's key community issues, i.e. your business risks and opportunities that either affect, or are affected by, your 'significant' community stakeholders?

Please note that this question provides an indication of the issues that affect your company, and will not be scored. However, the methodology you have used to identify these issues will be scored. Please list in order of priority and complete the rest of this section in relation to the issues identified below.

Key Issue 1

Recruitment of a dependable workforce, particularly hourly-paid operatives in towns and cities where low-unemployment levels occur.

Key Issue 2

Engagement of local communities to provide support to our business operations.

Key Issue 3

Training and skills initiatives.

Key Issue 4

Local community involvement

Key Issue 5

Who are your 'significant' community stakeholders affected by the above risks/opportunities?

Community Issue 1

Unskilled and semi-skilled (mainly cleaning and security) operatives

Community Issue 2

entire community

Community Issue 3

MITIE Construction Skills Centre provision supports training for 14-16 year olds plus adult re-training opportunities.

Community Issue 4

All members of the community

Community Issue 5

What methodology has your company used to determine the above risks/opportunities?

- Review of issues as a specific response to the Index process not connected with any formal internal review process
- Review of issues as a specific response to the Index process incorporating a cross functional review process
- Risk/opportunities derived from a regular formal risk review process (please see question 5)

17 Strategy

Has your company developed a strategy to address the key risks and opportunities that affect the significant communities identified in Question 16?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc.)

Please tick 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
The community strategy reflects SOME of our key business risks and opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The community strategy reflects ALL of our key business risks and opportunities	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The community strategy is reviewed and updated regularly	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The community strategy is in the public domain*	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Guidance for rows 1 & 2: Ensure that your ticks in rows 1 and 2 do not add up to more than 100% (when taking the highest possible value of each box ticked).

*If your community strategy is in the public domain, please provide report page/web-link below.

List of supporting evidence and clarification

CSR Risk & Opportunity Register addresses key community issues.

18 Integration

Has the development of your community strategy included a review of the following key business activities?

Please tick all that apply, and provide examples as appropriate.

- Employment - e.g. employing from a local area or disadvantaged groups

Example:

local labour is preferred, especially for hourly paid employees. A few employees have been employed via the Shaw Trust. The 'Real Apprentice' scheme in London has employed people from disadvantaged groups in the community.

Sourcing/ purchasing - e.g. local sourcing, sourcing from disadvantaged communities (disabled, ethnic minorities etc.)

Example:

Local suppliers preferred - especially for MITIE Catering where 'food miles' concept is important.

Product and service development, use and delivery - e.g. social inclusion, improved access to products essential for socio-economic development (e.g. pharmaceutical drugs, financial education, water, gas, electricity), improved physical access for people with special needs (e.g. wheelchair access etc.)

Example:

Facilities' siting and management - e.g. developments in underserved or emerging communities

Example:

Financial investment and fiscal contributions - e.g. investing a portion of a company's cash on a short or long term basis in various investment vehicles that have community benefits

Example:

Corporate Community Investment - e.g. employee volunteering, donations etc.

Example:

Numerous examples of community investment (volunteering and donations) undertaken by MITIE Group and reported in CR reports and 'Horses Mouth' newsletters.

List of supporting evidence and clarification

CR Report (text format)
Horses Mouth newsletter
SBU (MITIE Managed Business Services) newsletter re. 'Real Apprentice' scheme.

19 Targets

Definition

Management targets are the detailed performance requirements which arise from the objectives and which need to be met in order to achieve those objectives.

Has your company developed management targets to implement the community strategy covered in Question 17?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc.)

Please tick 0% if a statement does not apply.

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	0%	1-25%	26-50%	51-75%	>75%
The community management targets set to implement our community objectives reflect SOME of our key business risks and opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The community management targets set to implement our community objectives reflect ALL of our key business risks and opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The community management targets are reviewed and updated regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The community management targets are in the public domain*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Guidance for rows 1 and 2: Ensure that your ticks in rows 1 and 2 do not add up to more than 100% (when taking the highest possible value of each box ticked).

***If your community management targets are in the public domain, please provide report page or direct web-link below.**

20 Employee Programme

Definition

An employee programme describes the specific means of enabling employees (including contractors) to achieve their objectives and targets. It includes a description of the measures taken or envisaged to achieve such objectives and, where appropriate, the deadlines set for the implementation of such measures. Employee involvement here refers to internal communication, training and assignment of responsibilities within job descriptions.

Does your company have community related programmes to implement your strategy and targets?

Please tick all that apply as % coverage across business (e.g. by no. of employees).

Please tick 0% if a statement does not apply.

Our company employee programme:

	0%	1-25%	26-50%	51-75%	>75%
Includes internal communication and dialogue with employees, providing them with general awareness of the company's community related activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Assigns people with specific responsibilities for community issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Provides relevant training to those with specific community responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

List of supporting evidence and clarification

'Horses Mouth' newsletter content includes a significant amount of community and charity issues and is sent to all employees. CSR Champions Forum are specifically assigned to co-ordinate community investment activities. The CSR Champions Forum provides relevant training/guidance.

21 Monitoring

Definition

Monitoring is the process of regularly collecting information to check performance against certain criteria.

Is there a monitoring process in place to review the implementation of your community strategy and its effectiveness in addressing your key issues?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc.)

Please tick 0% if a statement does not apply.

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	0%	1-25%	26-50%	51-75%	>75%
Reviews take place at local business level, but there is no mechanism to centrally report findings	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reviews take place across the company and findings are reported centrally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We can demonstrate how the reviews have resulted in action for improvement or replication of a successful activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We can produce a third party independent statement* indicating the company's effectiveness in implementing our community strategy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

* If you have ticked the last row, could you please provide a copy of the independent statement. Alternatively, if this is in the public domain, please indicate report page or direct web-link below.

List of supporting evidence and clarification

Community investment initiatives are reported upon at CSR Champion Forum meetings and in SBU newsletters etc. Successful initiatives that are repeated include volunteering activities (Thames clean up, refurbishment and decorating of Jack Taylor School, Provision of a sponsors wall at Taunton hospital). Also, the MITIE Construction Skills Centres and 'Real Apprentice' initiatives are being replicated throughout the UK Independent statement available from ELBA for the award-winning MBS 'Real Apprentice' programme.

Environment (BiE)

22 Key Issues

Definition

Environment is the world's ecosystems and natural resources that can be directly and indirectly affected by a company's operations, products and services.

What are the key environmental issues (risks and opportunities) for your company?

Please note that this question provides an indication of the issues that affect your company, and will not be scored. However, the methodology you have used to identify these issues will be scored.

Please list in order of priority and complete the rest of this section in relation to the issues identified below.

Key Issue 1

Reduction of our Carbon Footprint from vehicle emissions

Key Issue 2

Reduction of our Carbon Footprint from building emissions

Key Issue 3

Reduction and Recycling of office waste (paper, toner cartridges, mobile phones etc.)

Key Issue 4

Key Issue 5

What methodology has your company used to determine the above risks/opportunities?

- Review of issues carried out as a specific response to the Index process, and not connected with any formal internal review process.
- Review of issues carried out as a specific response to the Index process, but incorporating a cross functional review process.
- Regular environmental risk assessment (please see question 5), and/or formal environmental impact review, which covers the whole of the business.

List of supporting evidence and clarification

Environmental Champions Forum research and feedback process identifies environmental issues including Carbon Footprint. Involvement with the Carbon Trust and Energy Saving Trust to independantly assess our Carbon Footprint and identify CO2 reducing initiatives. Tree planting (carbon neutralising initiatives)on-going. Vehicle purchase strategy emphasises purchase of low-emission diesel engined vehicles and where appropriate LPG and dual-fuel. The purchase of bio-fuel engined vehicles and E85 fuel will be a priority when available from 2008. MITIE Waste & Environmental company advise upon waste management initiatives e.g. 'TREEHUGGER' recycling of paper and toner cartridges. Mobile phones recycled via Vodafone.

23 Objectives

Definition

Environmental objectives are the overall goals arising from the environmental policy, that an organisation sets itself and which are quantified where practicable [Source: BS EN ISO 14001/EMAS]

Does your company have corporate environmental objectives?

No

Yes, our company:

Is developing environmental objectives that reflect its significant environmental impacts and can confirm statements A and B.

Has set environmental objectives that reflect its significant environmental impacts and can confirm statements A, B and C.

For C, please state how often:

Has set environmental objectives that reflect its significant environmental impacts and can confirm ALL of the statements below.

For C, please state how often:

For D, please indicate page of report or exact web address:

Qualifying Statements

A. Our company can demonstrate how objectives are being developed (e.g. aspects and impacts register, discussion paper to the board, correspondence, etc.)

B. Our company can demonstrate how its significant impacts were selected.

C. Our company's objectives are reviewed and updated regularly.

D. Our company's objectives are in the public domain and we produce regular progress reports.

List of supporting evidence and clarification

A papers to the Board include environmental impact of vehicle emissions.

B Vehicle emissions identified as major environmental impact

C Objectives (to purchase vehicles with lower environmental impact available in vehicle fleet strategy papers).

24 Targets

Definition

Environmental management targets are the detailed performance requirements, which arise from the environmental objectives and which need to be met in order to achieve those objectives. Targets should ideally apply the SMART principle, namely they should be Specific, Measurable, Attainable, Relevant and have a Time scale [Source: BS EN ISO 14001/EMAS/EPE Executive Briefing]

Has your company set corporate environmental management targets (or targets for each of its strategic business units), arising from your environmental objectives?

No

Yes, our company:

Is in the process of developing corporate environmental management targets, and can confirm statement A.

Has set corporate environmental management targets, and can confirm the statements A and B.

Example of a corporate management target (including time scales):

Has set both management and performance targets in order to reduce our environmental impacts, and can confirm statements A, B, C, D and E.

Example of a corporate management target (including time scales):

Example of a corporate performance target (including time scales):

Has set both management and performance targets in order to reduce our environmental impacts, and can confirm ALL of the statements below.

Please indicate where corporate environmental management targets are in the public domain, and where progress against them is reported publicly (report page/web-link):

Please indicate where corporate environmental performance targets are in the public domain, and where progress against them is reported publicly (report page/web-link):

Qualifying Statements

Our company can:

- A. Demonstrate how management targets are being developed.
- B. Produce a summary of corporate environmental management targets.
- C. Show that *management and performance* targets have been set to reflect the significance of the business's environmental impacts.
- D. Demonstrate that processes are in place to regularly review and refine management and performance targets.
- E. Produce a brief summary of corporate performance targets.
- F. Show where performance against targets is reported publicly.

List of supporting evidence and clarification

Environmental Policies

25 Employee Environmental Programme

Definition

An employee programme describes the specific means of enabling employees (including contractors) to achieve environmental objectives and targets. It includes a description of the measures taken or envisaged to achieve such objectives and, where appropriate, the deadlines set for implementation of such measures. Employee programme refers here to internal communication, training and assignment of responsibilities in job descriptions [Source: EMAS]

Does your company have an employee environmental programme?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc.)

Please tick 0% if a statement does not apply.

Our company:

	0%	1-25%	26-50%	51-75%	>75%
Provides internal communication of environmental issues to ensure general environmental awareness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Assigns people with specific environmental responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Provides relevant environmental training to those with specific environmental responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Consults employees (as internal stakeholders) on environmental issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

List of supporting evidence and clarification

CSR (Environmental) Champions Forum comprising of Environmental Managers, representing all SBU's communicate regularly to consider environmental issues.

26 Communication with External Stakeholders

Definition

'Stakeholders' are those who either affect, or are affected by, the activities of a company. They include customers and consumers, lenders and insurers, investors and analysts, government, regulators, local communities, NGOs, the media, and suppliers. Regular environmental communication ranges here from the periodic provision of information to full-scale dialogue with stakeholders [Source: UNEP/IEPAC, Technical Report No.24].

Does your company communicate with the following groups specifically about environmental impact issues?

Please indicate your company's level of communication with ALL of the stakeholder groups below, selecting only one column for each stakeholder group:

	Little or no communication	One-way communication	Two-way communication (Tailored)	Two-way communication (Dialogue)
Customers and/or Consumers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Financial (Lenders / insurers)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial (Investors / analysts)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Government and/or Regulators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Local communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
NGOs and/or Media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Key Suppliers/Contractors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

NB: Dialogue goes beyond tailored communication. It is an interactive process with the company actively seeking and receiving opinion/involvement of stakeholders before decisions are made.

If dialogue is indicated, please provide examples below.

List of supporting evidence and clarification

MITIE provides environmental management services to many major clients (including ODPM).
 MITIE-led Sustainability conference held at Microsoft campus on 9th November with clients and supply chain partners.
 Environmental projects undertaken with schools.
 Tree saplings donated to clients and school children.
 TREEHUGGER (trade marked waste management concept) utilised by MITIE SBU's and clients.

27 Environmental Management System

Definition

An environmental management system is the part of the overall management system which includes the organisational structure, responsibilities, practices, procedures, processes and resources for determining and implementing the environmental policy [source: EMAS].

Does your company have an environmental management system (EMS)?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, environmental risk, etc). Please tick 0% if a statement does not apply.

Our company:

	0%	1-25%	26-50%	51-75%	>75%
Has an EMS in place, which covers our significant environmental impacts, and has identified individuals responsible for the EMS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Has an EMS, which has been assessed/assured by a third party*.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Has an EMS in place, which has been externally certified to ISO 14001 (or EMAS, or equivalent standard, please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

*Please indicate third party assessor / assurer below.

List of supporting evidence and clarification

NQA are the third party assessors.

28 Audit

Definition

An internal environmental audit process is a management tool comprising a systematic, documented, periodic and objective evaluation of the performance of the management system and processes designed to protect the environment. It can be carried out either internally or by an independent consultant.

Is there an internal environmental audit process in place in your company?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc.)

Please tick 0% if a statement does not apply.

Our company:

	0%	1-25%	26-50%	51-75%	>75%
Has an internal environmental audit process in place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Can demonstrate how the audits resulted in action for improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Can produce an independent third party verification statement, indicating the effectiveness of the environmental audit system*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

*NB: Third party verification need not take place annually, but should be periodic and provide a level of confidence that the internal audit process is robust, independent and objective.

If you have ticked row 3, please provide a copy of the verification statement.

List of supporting evidence and clarification

NQA certificated certification.

Marketplace

29 Key Issues

Please complete ALL of questions 29, 31 and 32 and TWO questions from 30, 33, 34, 35, 36, 37.

Definition

Corporate responsibility in the marketplace relates to how companies manage business, consumer and supplier relationships, from product development to sourcing, buying, marketing, selling and promotion of products and services. It also relates to how companies influence the rules of the marketplace in which they operate.

What are the key issues (risks and opportunities) for your company relating to developing, purchasing, selling and marketing of your products or services?

Please note that this question provides an indication of the issues that affect your company, and will not be scored. However, the methodology you have used to identify these issues will be scored. Please list in order of priority and complete the rest of this section in relation to the key issues identified below.

Key Issue 1

Getting 'buy-in' from suppliers and contractors to align with our CSR values.

Key Issue 2

Working with clients to promote CSR / community investment initiatives.

Key Issue 3

Aligning with our customer CSR values.

Key Issue 4

Key Issue 5

What methodology has your company used to determine the above risks/opportunities?

- Review of issues as a specific response to the Index process not connected with any formal internal review process
- Review of issues as a specific response to the Index process incorporating a cross functional review process
- Risk/opportunities derived from a regular formal risk review process (please see question 5)

List of supporting evidence and clarification

Meetings held with suppliers and contractors to influence 'buy-in' e.g. support for Bansang Hospital Appeal meeting in London with major suppliers for all SBU's on 22 November 2005. Several joint MITIE/Rolls Royce community events occurred during 2005.

Presentation re. CSR supply chain commitment to MITIE's fleet management contractor (FSG) on 6th October 2005.

Major joint MITIE / Rolls Royce (client) CSR/Community action afternoon involving around 140 people planned for 20 January 2006 in Gloucester.

30 Social Stewardship of Core Products and Services

OPTIONAL - can be chosen as one of two additional Marketplace questions.

Definition

Social stewardship means considering and influencing the social impacts that arise directly or indirectly from a company's products, processes or services, from their development, use and disposal.

Has your company conducted an assessment of the negative and positive social impacts of your core products and services across the business?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
We have conducted an assessment of the negative and positive social impacts of our core products/services, from their development/design, delivery, use and disposal, on our consumers or on society in general.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have taken action to reduce the negative impacts and enhance the positive impacts identified.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We can provide examples where the social impact of our products has influenced our strategic decision making process.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We undertake regular engagement with our company's key stakeholders (or representative organisations) during the development of our products and services.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31 Environmental Stewardship of Products, Processes and Services (BiE)

MANDATORY - this question must be answered to complete the Marketplace section

Definition

Environmental stewardship means considering and influencing the environmental impacts that arise directly or indirectly from a company's products, processes or services, from their development, use and disposal.

Does your company practice environmental stewardship?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

Our company:

	0%	1-25%	26-50%	51-75%	>75%
Has introduced more environmentally responsible products, processes and/or services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Has influenced customers to use our products and/or services in a more responsible manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Has formally confirmed environmental stewardship as a corporate requirement (i.e. there is a formal company commitment to reduce the environmental impact of its processes, products and/or services).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Can provide examples of how environmental considerations have influenced our strategic decision making.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

List of supporting evidence and clarification

MITIE manages client waste management programmes (including ODPM, Rolls Royce).
 TREEHUGGER (Trade marked concept) service promoted to MITIE SBU's and also clients to recycle paper and toner cartridges.
 Environmental considerations influence vehicle fleet strategy (e.g. use of diesel, LPG and dual fuel).
 MITIE CSR (Environmental Champions) Forum instigates initiatives to improve SBU's environmental performance.

32 Environmental Supplier Programme (BiE)

MANDATORY - this question must be answered to complete the Marketplace section

Definition

An environmental supplier programme refers to the integration of environmental factors into the purchasing process of an organisation. It can take the form of information exchange, help and encouragement to suppliers, and co-stewardship agreements. In this context, suppliers are defined as those companies that have been assessed and prioritised on the basis of potential business risk/opportunity or environmental risk criteria due to their product or process, e.g. volume of business, value to business or some form of environmental risk criteria.

Has your company implemented an environmentally focussed supplier programme?

Please select all that apply as % coverage across business (e.g. by turnover, no. of employees, etc). Please select 0% if a statement does not apply.

Our company:

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	0%	1-25%	26-50%	51-75%	>75%
Has a procurement policy that includes environmental criteria (or an environment policy that specifically covers supply chain issues), is approved by the board and is reviewed at least annually.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has a procurement policy in place, which meets the criteria above and is in the public domain*.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has identified people with key supply chain responsibilities and has included environmental objectives within their job descriptions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Has provided relevant people with training on environmental supply chain issues	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has undertaken a risk/opportunity assessment process to prioritise its key suppliers/contractors, or the products/services procured, on the basis of environmental criteria.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requires its prioritised suppliers/contractors to provide information on the quality of the management of their environmental performance (e.g. requests for environmental policies and reports, completion of a supplier survey, etc).	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Engages with, and offers help and support to prioritised suppliers/contractors to improve their environmental performance (e.g. for them to have a written environmental policy, comply with relevant regulations etc).	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can confirm that performance of prioritised suppliers/contractors is reviewed on a regular basis.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encourages and helps suppliers/contractors to continue these principles down their own supply chain.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***Please provide a copy of your procurement policy. If it is in the public domain, please provide reference to report page or direct web-link below.**

List of supporting evidence and clarification

MITIE Waste & Environment has specialist staff and provides environmental services to the MITIE Group PLC and also independent clients.

33 Social Supplier Programme

OPTIONAL- can be chosen as one of two additional Marketplace questions.

Definition

A supplier programme refers to the integration of social factors into the purchasing process of an organisation. It can take the form of information exchange, help and encouragement to suppliers, and co-stewardship agreements. In this context, suppliers are defined as those companies that have been assessed and prioritised on the basis of potential business risk/opportunity or social risk criteria due to their product, service or process e.g. volume of business, value to business or some form of social risk criteria.

Has your company implemented a socially focused supplier programme?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

Our company:

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	0%	1-25%	26-50%	51-75%	>75%
Has a procurement policy, which includes social criteria, is approved by the board and is reviewed at least annually.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has a procurement policy in place, which meets the criteria above and is in the public domain*.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has identified people with key supply chain responsibilities and has included social objectives within their job descriptions.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has provided relevant people with training on social/labour rights/OHS supply chain issues.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has undertaken a risk/opportunity management process to prioritise its key suppliers/contractors, or the products/services procured on the basis of social criteria.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requires its prioritised suppliers/contractors to provide information on the quality of the management of their social performance (eg requests for social/health and safety policies, reports or the completion of a supplier survey etc).	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engages with and offers help and support to prioritised suppliers/contractors to improve their social/health and safety performance (eg have a written social policy, comply with relevant regulations etc).	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Can confirm that performance of prioritised suppliers/contractors is reviewed on a regular basis.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encourages and helps suppliers/contractors to continue these principles down their own supply chain (eg have a written social policy, comply with relevant regulations etc).	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reviews our treatment of suppliers to ensure that we treat them equitably and fairly.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***Please provide a copy of your procurement policy. If it is in the public domain, please provide reference to report page or direct web-link below.**

List of supporting evidence and clarification

Specific example is of MITIE and its vehicle management company, Fleet Support Group (FSG) where CSR issues are discussed and reviewed with their Directors and Senior Management team as well as FSG's own supply chain. Example of formal discussion - FSG Supplier Day Conference presentation on CSR by MITIE Group CSR Manager on 6th October with follow up meeting on 21st November.

34 Responsible Selling

OPTIONAL - can be chosen as one of two additional Marketplace questions.

Definition

Responsibility in selling refers to the adherence of codes and application of ethical and moral standards in the pricing, distribution and selling of your products and services.

Does your company practice responsible behaviour in the selling of your products and services?

Please select all that apply as % coverage across business (e.g. by turnover, no. of employees). Please select 0% if a statement does not apply.

Our company:

	0%	1-25%	26-50%	51-75%	>75%
Has reviewed our selling practices to identify areas of concern.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has developed a statement of principles on the selling/mis-selling of our products and services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Has a mechanism in place to collect information on our selling/mis-selling practices that could have a material impact on our business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Uses these mechanisms to inform our decision-making process.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides training to staff, intermediaries and agents with responsibilities for selling our products and services to ensure they are not mis-sold.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has some form of independent monitoring process to ensure that our employees and intermediaries do not mis-sell our products or services.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has not been prosecuted for mis-selling practices in the last year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please provide a copy of your statement of principles on selling/mis-selling. If it is in the public domain, please indicate report page or web-link below.

List of supporting evidence and clarification

We currently have no formal policies in this respect.

35 Responsible Marketing

OPTIONAL - can be chosen as one of two additional Marketplace questions.

Definition

Responsibility in marketing refers to the adherence to codes and the application of ethical and moral standards in the marketing of company

brands, products and services, including advertising, communication, promotion, sponsorship, public relations, customer service, etc.

Does your company practice responsible marketing of your products and services?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

Our company:

	0%	1-25%	26-50%	51-75%	>75%
Has reviewed our marketing practices and is prioritising our activities in this area for action.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has processes in place to ensure that marketing of our products and services adheres to the principles of legal, decent, honest and truthful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has a reporting mechanism to collect information on marketing practices which could have a material impact for our business, and to ensure they align with our corporate values	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uses these mechanisms to inform the decision making process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

36 Influencing the Rules of the Marketplace

OPTIONAL - can be chosen as one of two additional Marketplace questions.

Definition

Influence on the rules of the marketplace refers to the way in which companies influence how the rules that govern the marketplace are shaped. Specifically, this refers to the approach that companies take to influence public policy through lobbying, and the extent to which they are transparent about their practices.

If your company engages in formal or informal lobbying of governments and regulators anywhere in its field of operations, how closely is this aligned to your company's values/CR principles?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

Our company:

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	0%	1-25%	26-50%	51-75%	>75%
Has a policy covering corporate lobbying.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has made the policy available in the public domain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publicly reports its policy positions on SOME of the issues it lobbies on (please provide examples below).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publicly reports its policy positions on ALL of the issues it lobbies on (please provide examples below).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitors its corporate lobbying positions to ensure they are in line with the company's values/CR principles.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Guidance for rows 3 & 4: Ensure that your ticks in rows 3 and 4 do not add up to more than 100% (when taking the highest possible value of each box ticked).

Please provide a copy of your policy on corporate lobbying. If it is in the public domain, please provide reference to report page/web-site:

If you publicly report your policy positions on some/all of the issues you lobby on, please provide examples and indicate where they are in the public domain:

37 Business Behaviour where legislation is absent or not enforced

OPTIONAL - can be chosen as one of two additional Marketplace questions.

If your company operates in countries where minimum legislative standards (on e.g. environmental, labour or consumer issues) are either absent or poorly enforced, how does your company operate in this type of business environment?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

Our company:

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	0%	1-25%	26-50%	51-75%	>75%
Requires its business units to meet minimum legal requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has a policy statement or code determining how we operate in the absence of minimum legislation/enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has made the policy statement or code available in the public domain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has established standards for our operations which are higher than local legal requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engages with governments to help raise local minimum standards or support better enforcement of legislation, where these are below internationally recognised norms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide a copy of your policy on how to operate in the absence of minimum legislation or enforcement. If this is in the public domain, please indicate report page or direct web-link:

Workplace

38 Key Issues

Definition

Workplace is the environment into which individuals are recruited and developed both professionally and personally with full entitlement to employment rights.

What are the key employee related issues (risks and opportunities) for your company?

Please note that this question provides an indication of the issues that affect your company, and will not be scored. However, the methodology you have used to identify these issues will be scored. Please list in order of priority and complete the rest of this section in relation to the key issues identified below.

Key Issue 1

Effective internal communication between employees at all levels.

Key Issue 2

Health, safety and welfare issues.

Key Issue 3

Recruitment and retention of staff.

Key Issue 4

Key Issue 5

What methodology has your company used to determine the above risks/opportunities?

- Review of issues as a specific response to the Index process not connected with any formal internal review process
- Review of issues as a specific response to the Index process incorporating a cross functional review process
- Risk/opportunities derived from a regular formal risk review process (please see question 5)

List of supporting evidence and clarification

Internal communication has been enhanced by the introduction of several forms of newsletters including; 'Horses Mouth', MITIE Monthly, MITIE Life, SBU Newsletters and the MITIE Intranet.

39 Objectives

Definition

Corporate workplace objectives are the overall goals of the organisation arising from any workplace policies, mission statements or corporate values/principles that the company has developed and which are quantified where practicable.

Has your company developed corporate workplace objectives relating to the key issues identified in Question 38?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

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	0%	1-25%	26-50%	51-75%	>75%
The company's workplace objectives reflect SOME of our key business risks and opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The company's workplace objectives reflect ALL of our key business risks and opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The company's workplace objectives are reviewed and updated regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The company's workplace objectives are in the public domain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Guidance for rows 1 & 2: Ensure that your ticks in rows 1 and 2 do not add up to more than 100% (when taking the highest possible value of each box ticked).

Please provide examples of your objectives below. If these are in the public domain, please indicate report page or direct web-link.

40 Targets

Definition

Management targets are the detailed performance requirements, which arise from the objectives and which need to be met in order to achieve those objectives.

Does your company have workplace management targets, arising from the objectives indicated in Question 39?

Please select all that apply as % coverage across business (e.g. by turnover, no. of employees). Please select 0% if a statement doesn't apply.

	0%	1-25%	26-50%	51-75%	>75%
The company's workplace targets reflect SOME of our key business risks and opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The company's workplace targets reflect ALL of our key business risks and opportunities	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The company's workplace targets are reviewed and updated regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The company's workplace targets are in the public domain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Guidance for rows 1 & 2: Ensure that your ticks in rows 1 and 2 do not add up to more than 100% (when taking the highest possible value of each box ticked).

Please provide examples of your targets below. If these are in the public domain, please indicate report page or direct web-link.

41 Employee Programme

Definition

An employee programme describes the specific means of enabling employees (including contractors) to achieve their objectives and targets. It includes a description of the measures taken or envisaged to achieve such objectives and, where appropriate, the deadlines set for the implementation of such measures. Employee involvement refers here to the internal communication, training and assignment of responsibilities within job descriptions.

Does your company have employee programmes to implement its workplace policies, objectives and targets?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

Our company:

	0%	1-25%	26-50%	51-75%	>75%
Provides communication and consultation with employees and contractors on health and safety issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Provides communication and consultation with employees and contractors on relevant employee issues, e.g. remuneration, training, redundancy etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Assigns people with specific responsibilities for its employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Provides relevant training to those with specific workplace responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Has introduced confidential grievance procedures for workers to raise concerns about employment conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

List of supporting evidence and clarification

All SBU's have H&S managers who report to the MITIE Group PLC Head of H&S. Relevant is training provided.
 All SBU's have HR managers or representatives that report to the MITIE Group PLC HR Manager. Relevant training is provided.
 A 'whistle-blowing' confidential reporting system is in place to receive employee concerns about employment conditions etc.

42 Monitoring

Definition

Monitoring is the process of regularly collecting information to check the company's performance against certain criteria.

Is there internal monitoring process in place to review the implementation of your company's workplace policies, objectives, targets and practices?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

	0 %	1 - 25%	26 - 50%	51 - 75%	> 75%
Reviews take place at strategic business level.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
There is a mechanism to centrally report non-conformances or key issues arising out of reviews.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We can demonstrate how the reviews have resulted in action for improvement.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We can produce an independent statement indicating the effectiveness of implementation.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For statement 4, please provide a copy of the independent statement in support of your answer. If it is in the public domain, please provide reference to report page or direct web-link below.

List of supporting evidence and clarification

MITIE Group PLC Quality Manager manages internal company compliance and conformance in conjunction with SBU Quality Managers.

Chief Executive Award for Excellence applies mainly to quality performance criteria.

Introduction to the Performance & Impact Section

Introduction to Section 4 - Performance and Impact

This section of the survey deals with environmental performance and social impact. The scope encompasses all operational activities under the management control of the corporate entity.

We are asking companies to complete a total of 3 environmental and 3 social impact areas:

3 Environmental Impact Areas:

Two Core Environmental Impact Areas:

Climate Change (Overall KPI); **or** Climate Change (Individual KPIs)

Waste & Resource Management

Plus One Additional Environmental Impact Area:

Biodiversity; **or** Self-selected Environmental Impact Area

3 Social Impact Areas:

Two Core Social Impact Areas (choose 2 out of 5):

Product Safety

Occupational Health and Safety

Human Rights in the Supply Chain

Diversity in the Workplace, **or**

Community Investment

Plus One Additional Social Impact Area:

An additional third from the above Core Social Impact Areas; **or**

Self-selected Social Impact Area

Examples of self selected performance and impact areas:

Community economic development: urban regeneration/renewal, local sourcing of products, labour, local economic development.

Product accessibility and diversity: digital divide, technological/IT exclusion, products and services for disabled and other minority groups, social inclusion - e.g. access to health care and medication (in disease-prone/high risk areas), provision of products and services for disabled customers etc.

Operational change: managing impact of operational changes on employees and/or local community (eg closing down businesses, restructuring, down-sizing, mergers, takeovers, etc) KPIs to be provided.

Human Factors: workplace satisfaction (including work-life balance, staff consultation/participation), employee career, professional and/or personal development, access to health care and medication (in disease-prone/high-risk areas).

Socially responsible products and services: financial exclusion, socially responsible investment, socially responsible money-lending, insurance.

Prevention of cruelty to animals: animal welfare, animal testing, farming practices and slaughtering.

Environment: biodiversity, water consumption, chemical use, water pollution, emissions to air (not included under climate change), ozone depletion, indirect impact, local impact, contaminated land.

Impact Area: Climate Change - Overall KPI (BiE)

43 Measurement and Reporting

You can choose to either complete this impact area in terms of one, overall key performance indicator (*Questions 43-47*), which should cover emissions from all relevant sources. Alternatively you can report on the individual components of climate change separately (energy, transport and process emissions as appropriate) (*Questions 48-52*).

Do you measure your impact in this area?

No.

Yes, our company measures its impact in this area and can confirm the following:

Please tick all that apply.

Yes, it is measured.

Yes, it is aggregated centrally.

Yes, it is reported publicly.

If reported publicly, please indicate report page or direct web-link:

Please state your KPI:

Total

Units

Data Period

Please list the sources of emissions covered by the total stated above:

44 Scope of Information

Please indicate how much of your world-wide operations (e.g. percentage by turnover, no. of employees, etc.) is covered by your KPI quoted in the previous question.

0%

1 - 25%

26 - 50%

51 - 75%

> 75%

45 Quality of Information

Please indicate the quality of the information used to derive your KPI in this impact area.

Impact not measured

- Mostly based on estimates
- Based on a combination of estimates and verifiable data (approx. 50:50%)
- Mostly based on verifiable data (accounting for > 75% of the total)
- Independently verified

If data has been independently verified, please explain how and provide a copy of the verification statement. If it is in the public domain, please indicate report page/direct web-link:

46 Targets

With respect to this impact area, has your company set performance improvement targets in addition to your management targets?

Please select all that apply as a % coverage across business (e.g. by turnover, no. of employees, etc). Please select 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
Targets apply to individual business units/ geographic regions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Targets are in the public domain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please give examples of your targets. If these are in the public domain, please indicate report page or direct web-link:

47 Performance Improvement

Companies can achieve both management and performance improvements. In order to capture both, this question is split accordingly.

Can you demonstrate improvement in your management of this impact area?

- We CANNOT demonstrate any improvement in the management of this impact area over the last year.
- We CAN demonstrate an improvement in the management of this impact area over the last year.

Can you demonstrate improvement in your performance in this impact area?

NB: This question asks about continuous performance improvement, which should relate to the scope of information covered in previous questions.

- We cannot demonstrate any performance improvement.

We can provide evidence of continuous performance improvement:

- Over the last year.
- Over the last two years.
- Over the last three to five years.

Please provide relevant trend data in support of your answer:

NB: The first year of data collection is the baseline - i.e. if you have data for 2003 and 2004 only, this would qualify for one year improvement, if an improvement has indeed been made. To demonstrate a performance improvement over the last 3-5 years, data is therefore required for the last 4 years.

State KPI:

2004 data:

2003 data:

2002 data:

2001 data:

Impact Area: Climate Change - Individual KPIs (BiE)

48 Measurement and Reporting

You can choose to either report on one, overall key performance indicator (*Questions 43-47*) which should cover emissions from all relevant sources. Alternatively you can report on the individual components of climate change separately (i.e. energy, transport and process emissions as appropriate) (*Questions 48-52*).

Companies completing this section are required to provide answers for energy and transport at a minimum. If process emissions are not applicable to your business, please explain below and leave the 'process emissions' elements blank throughout this section (this will not affect your score).

Do you measure your impact in this area?

Please tick all that apply.

	No	Yes, it is measured.	Yes, it is aggregated centrally	Yes, it is reported publicly	Please state KPI (providing total, units, data period)
Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Process emissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

If data is reported publicly, please indicate report page or direct web-link:

49 Scope of Information

Please indicate how much of your worldwide operations (e.g. by turnover, no. of employees etc) is covered by the KPIs quoted in the previous question:

	0%	1-25%	26-50%	51-75%	>75%
Energy KPI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport KPI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process emissions KPI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50 Quality of Information

Please indicate the quality of the information used to derive your KPIs in this impact area.

	Impact not measured	Mostly based on estimates	Based on a combination of estimates and verifiable data (approx. 50:50%)	Mostly based on verifiable data (accounting for >75% of total)	Independently verified*
Energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* If data has been independently verified, please explain how and provide a copy of the verification statement. If it is in the public

domain, please indicate report page or direct web-link below.

51 Targets

With respect to this impact area, has your company set performance improvement targets in addition to your management targets?

Please tick all that apply as % coverage of overall business (e.g. by turnover, no of employees etc)

Please tick 0% if a statement does not apply.

Targets have been set for individual business units/ geographic regions, for:

	0%	1-25%	26-50%	51-75%	>75%
Energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Targets are in the public domain, for:

	0%	1-25%	26-50%	51-75%	>75%
Energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please give examples of your targets below. If these are in the public domain, please indicate report pages or direct web-link.

52 Performance Improvement

Companies can achieve both management and performance improvements. In order to capture both, this question is split accordingly.

Can you demonstrate improvement in your management of this impact area?

- We CANNOT demonstrate any improvement in the management of this impact area over the last year.
 We CAN demonstrate an improvement in the management of this impact area over the last year.

Can you demonstrate improvement in your performance in this impact area?

NB: This question asks about continuous performance improvement, which should relate to the scope of information covered in previous questions.

	We cannot demonstrate any improvement	We can demonstrate performance improvement over the last year.	We can demonstrate performance improvement over the last 2 years.	We can demonstrate performance improvement over the last 3-5 years.
Energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide relevant trend data in support of your answer:

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NB: The first year of data collection is the baseline - i.e. if you have data for 2003 and 2004 only, this would qualify for one year improvement, if an improvement has indeed been made. To demonstrate a performance improvement over the last 3-5 years, data is therefore required for the last 4 years.

	Energy	Transport	Process emissions
State KPI			
2004 data			
2003 data			
2002 data			
2001 data			

Impact Area: Waste & Resource Management (BiE)

53 Measurement and Reporting

This section refers to a company's implementation of the waste hierarchy: waste reduction, recovery and re-use of materials, recycling or purchasing products and materials with recycled content, and disposal of solid waste.

Do you measure your impact in this area?

Please tick all that apply.

	No	Yes, it is measured	Yes, it is aggregated centrally	Yes, it is reported publicly	Please state your KPI (providing total, units, data period)
Waste generated/ disposed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste re-used/ recycled	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

If data is reported publicly, please indicate report page or direct web-link below.

List of supporting evidence and clarification

Waste paper is partially measured and recycled into hand towels.
Toner cartridges are collected nationally and recycled centrally utilising MITIE's trademarked 'TREEHUGGER' scheme.

54 Scope of Information

Please indicate how much of your worldwide operations (e.g. by turnover, no. of employees) are covered by the KPIs quoted in the previous question:

	0%	1-25%	26-50%	51-75%	>75%
KPI for waste generated/ disposed	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
KPI for waste re-used/ recycled	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

55 Quality of Information

Please indicate the quality of the information used to derive your KPIs in this area:

	Impact not measured	Mostly based on estimates	Based on a combination of estimates and verifiable data (approx. 50:50%)	Mostly based verifiable data (accounting for >75% fo total)	Independently verified
Waste generated/ disposed	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste re-used/ recycled	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* If data has been independently verified, please explain how below and provide a copy of the verification statement. If this is in the public domain, please indicate report page/web-link.

List of supporting evidence and clarification

MITIE Waste & Environmental business manages office waste via a national Waste Transfer Company.

56 Targets

With respect to this impact area, has your company set performance improvement targets in addition to your management targets?

Please tick all that apply as % of overall business coverage (e.g. by turnover, no of employees, etc).

Please tick 0% if a statement does not apply.

Targets have been set for individual business units/geographic regions, for:

	0%	1-25%	26-50%	51-75%	>75%
Waste generated/ disposed	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste re-used/ recycled	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Targets are in the public domain, for:

	0%	1-25%	26-50%	51-75%	>75%
Waste generated/ disposed	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste reused/ recycled	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please give examples of your targets below. If these are in the public domain, please also indicate report page or direct web-link.

List of supporting evidence and clarification

No specific, published targets set.

57 Performance Improvement

Companies can achieve both management and performance improvements. In order to capture both, this question is split accordingly.

Can you demonstrate improvement in your management of this impact area?

- We CANNOT demonstrate any improvement in the management of this impact area over the last year.
 We CAN demonstrate an improvement in the management of this impact area over the last year.

Can you demonstrate improvement in your performance in this impact area?

NB: This question asks about continuous performance improvement, which should relate to the scope of information covered in previous questions.

	We cannot demonstrate any improvement.	We can demonstrate performance improvement over the last year.	We can demonstrate performance improvement over the last 2 years.	We can demonstrate performance improvement over the last 3-5 years.
Waste generated/ disposed	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste reused/ recycled	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide relevant trend data in support of your answer:

NB: The first year of data collection is the baseline - i.e. if you have data for 2003 and 2004 only, this would qualify for one year improvement, if an improvement has indeed been made. To demonstrate a performance improvement over the last 3-5 years, data is therefore required for the last 4 years.

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	Waste generated/ disposed	Waste reused/ recycled
State KPI		
2004 data		
2003 data		
2002 data		
2001 data		

List of supporting evidence and clarification

No specific data available.

Impact Area: Biodiversity (BiE)

Biodiversity

As your third environmental impact area, you can either complete the Biodiversity section (Questions 58-62), or choose another self-selected impact area (Questions 63-67).

If you have chosen to complete the following questions on biodiversity, could you please indicate if you are completing it primarily with regards to:

- Direct impacts (for example through land that you own, use or manage)
- Indirect impacts (for example through your supply chain and/or investments)

58 Management and Reporting

Definition

Biodiversity is an abbreviation of 'biological diversity.' It means the variety of living things - the different plants, animals and micro-organisms, the genes they contain and the ecosystems of which they are part (English Nature, Earthwatch).

Do you assess and manage your impact on biodiversity?

- No
- Yes, it is assessed across relevant business operations, but not managed within a corporate strategy.
- Yes, it is assessed across relevant business operations and managed within a corporate strategy. Our impact is measured as follows:

Please state your KPI:

Corporate Indicator (qualitative or quantitative)

Performance Measure

Data Period

- Yes, it is assessed across relevant business operations and managed within a corporate strategy, which is publicly available. Our impact is measured as follows:

Please state your KPI:

Corporate Indicator (qualitative or quantitative)

Performance Measure

Data Period

59 Scope of Information

Please indicate what percentage of your relevant business operations, assessed as having an impact on biodiversity, is covered by

the performance measure stated in the previous question.

- 0%
- 1-25%
- 25 -50%
- 51-75%
- > 75%

60 Quality of Information

Please indicate the quality of the information used to derive the performance measure for biodiversity:

- Performance not measured
- Mostly based on estimates
- Based on a combination of estimates and verifiable data (approx. 50:50%)
- Based mostly on verifiable data (accounting for > 75% of total)
- Independently verified*.

* If data has been independently verified, please explain how below and provide a copy of the verification statement. If it is in the public domain, please also indicate report page/web-link.

61 Targets

Do you have targets for action regarding your impact on biodiversity?

- No
- Yes, we have an action plan/strategy, which includes targets that cover LESS than 75% of our relevant business operations with a biodiversity impact.
- Yes, we have an action plan/strategy, which includes targets that cover MORE than 75% of our relevant business operations with a biodiversity impact.
- Yes, we have an action plan/strategy, which includes targets that cover MORE than 75% of our relevant business operations with a biodiversity impact and are publicly available.

Please give examples of your targets below. If these are in the public domain, please also indicate report page or direct web-link.

62 Performance Improvement

Which phrase most closely describes your company' s performance on biodiversity?

- We cannot demonstrate any improvement in performance

We can provide evidence of an improvement in our performance on biodiversity:

- Over the last year.
- Over the last two years.
- Over the last three to five years.

Using your indicator reported in Q58, please provide relevant information in support of your answer.

Self Selected Environmental Impact (BiE)

Self Selected Environmental Impact Area

As your third environmental impact area, you can either complete the section on Biodiversity ([Questions 58-62](#)), or choose another self-selected environmental impact area below

([Questions 63-67](#)):

Select Impact Area

Resource use

What criteria did you use to select this area, e.g. does it link to your key risks or impacts?

Are these impacts covered by the corporate objectives and targets previously identified in the environmental management section?

- Yes
 No

63 Measurement and Reporting

Do you measure your impact in this area?

No.

Yes, our company measures its impact in this area and can confirm the following:

(Please tick all that apply)

- Yes, it is measured.
 Yes, it is aggregated centrally.
 Yes, it is reported publicly*.

If reported publicly, please indicate report page or direct web-link:

Please state your KPI:

Total

Units

Data Period

64 Scope of Information

Please indicate how much of your world-wide operations (e.g. by turnover, no. of employees) is covered by your KPI quoted in the previous question.

- 0%
 1-25%

- 26-50%
- 51-75%
- > 75%

65 Quality of Information

Please indicate the quality of the information used to derive your KPI for this impact area.

- Impact area not measured
- Mostly based on estimates
- Based on a combination of estimates and verifiable data (approx. 50:50%)
- Based mostly on verifiable data (accounting for > 75% of total)
- Independently verified*.

* If data has been independently verified, please explain how and provide a copy of the verification statement. If this is in the public domain, please indicate report page or direct web-link.

List of supporting evidence and clarification

MITIE Waste & Environmental monitor some estimates although this is not representative across the whole Group plc

66 Targets

With respect to this impact area, has your company set performance improvement targets in addition to your management targets?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
Targets apply to individual business units/geographic regions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Targets are in the public domain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide examples of your targets below. If these are in the public domain, please also indicate report page or direct web-link.

67 Performance Improvement

Companies can achieve both management and performance improvements. In order to capture both, this question is split accordingly.

Can you demonstrate improvement in your management of this impact area?

- We CANNOT demonstrate any improvement in the management of this impact area over the last year.
- We CAN demonstrate an improvement in the management of this impact area over the last year.

Can you demonstrate improvement in your performance in this impact area?

NB: This question asks about continuous performance improvement, which should relate to the scope of information covered in previous questions.

- We cannot demonstrate any improvement in performance.

We can provide evidence of an improvement in our environmental performance:

- Over the last year.
- Over the last two years.
- Over the last three to five years.

Please provide relevant trend data in support of your answer:

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NB: The first year of data collection is the baseline - i.e. if you have data for 2004 and 2005 only, this would qualify for one year improvement, if an improvement has indeed been made. To demonstrate a performance improvement over the last 3-5 years, data is therefore required for the last 4 years.

State KPI:

2004 data:

2003 data:

2002 data:

2001 data:

Impact Area: Product Health & Safety

68 Product Components

Do you have systems in place to review the potential health & safety risks of your products, their ingredients or functional specifications?

No

Yes, our company (please tick all that apply):

- We can demonstrate that we have reviewed the health & safety impacts of our products and have made product improvements to reduce these impacts
- We can demonstrate that we work with industry, consumer, health and safety groups to reduce the inherent health/safety risks associated with our products to an acceptable level
- We undertake/commission research into the health & safety of our products
- We keep abreast of ongoing safety concerns in the marketplace as new scientific information comes to light

List of supporting evidence and clarification

MITIE are a Support Services organisation and therefore do not produce any products.

69 Design and Development

Is there a health & safety planning system in place, which addresses all stages of product development from project concept, design, development, to customer use/disposal, to ensure that the products you develop are safe?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
Testing of our products meets country specific legislation and standards where we market and distribute our products.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Testing of products meets international legislation and standards on product health & safety in the countries in which we market and distribute our products.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have systems in place to keep informed on and implement the latest developments in product health & safety.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our company works with national and international standards organisations on product safety, or with industry/business sector forums on product safety, to publicise and share good practice and lessons learned (whilst protecting trade secrets and confidential and proprietary information).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We do not sell products banned in developed countries to developing countries.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

List of supporting evidence and clarification

MITIE is a Support Services organisation and does not produce any products.

70 Monitoring Health & Safety Performance

Does your company have systems in place to monitor the health & safety of your products?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
We monitor the health & safety of our products	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We monitor the health & safety of other brands/products/components we sell to ensure they meet our own standards in terms of health & safety	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We co-operate with our distributors to pass on health & safety related information on product risks to customers, and there is a mechanism for customers to feed back any safety related concerns	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a product recall system in place throughout our distribution network	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

List of supporting evidence and clarification

Not applicable - MITIE is a Support Services organisation and therefore does not produce any products.

71 Consumer Education

Do you have systems in place to ensure that adequate guidance/labelling on the human health & safety impacts is provided to consumers/customers during the lifecycle of your products?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

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	0%	1-25%	26-50%	51-75%	>75%
We provide guidance/labelling on safe use and disposal of our products in the countries where our products are sold	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guidance/labelling is provided in the language of usage where our products are sold or distributed	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We provide full and accurate product information and apply the same levels of rigour and detail throughout all the countries where we sell our products	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our products comply with national and international regulations on product labelling in the jurisdictions in which we operate	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

List of supporting evidence and clarification

Not applicable - MITIE is a Support Services organisation and does not produce any products.

Impact Area: Occupational Health and Safety

72 Occupational Health & Safety Management System

An Occupational Health & Safety Management System (OHSMS) provides a framework for managing OHS responsibilities so they become more efficient and more integrated into overall business operations.

Does your company have a formal Occupational Health & Safety Management System (OHSMS) designed to include all your key OHSMS risks?

Please tick all that apply as % coverage across business (e.g. by turnover, no of employees, etc.)

Please select 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
Our company has an OHSMS in place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The OHSMS covers the majority of significant OHS impacts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Our company can identify the individuals responsible for the management system within each strategic business unit (SBU)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We provide relevant training to staff with specific OHS responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We consult with our employees on OHS issues	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The OHSMS has been externally certified according to OHSAS 18001 or other recognised standard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

In support of the last statement, please provide a copy of your OHS certification or indicate below where it may be found in the public domain.

73 Measurement and Reporting

Do you measure your performance in your key Occupational Health and Safety areas?

No, we do not measure our performance

Yes, our company does the following (please tick all that apply):

We have developed Key Performance Indicators (KPIs) to evaluate our OHS profile. These relate to regulatory requirements for health and safety data (eg RIDDOR).

Examples of KPIs:

Reduction in falls from height, reduction in slips and strips, reduce own fault RTAs.

Our KPIs go beyond regulatory requirements and we measure other data eg absenteeism causes, stress etc to understand the health related issues for our business

Examples of KPIs that go beyond regulatory requirements:

- Information on KPIs is collated centrally
- We benchmark our OHS performance against our peers

Please describe how:

- We publicly report SOME of our regulated OHS KPIs
- We publicly report ALL of our regulated OHS KPIs
- We publicly report other health related KPIs

For the last three statements, please indicate report page or direct web-link:

74 Scope of Information

Please indicate how much of your business operations (e.g. prioritised by potential for loss etc) are covered by your measurement of KPIs listed in Q.73.

Please select all that apply as % coverage across overall business (e.g. by turnover, no. of employees, etc). Please select 0% if a statement doesn't apply.

	0%	1-25%	26-50%	51-75%	>75%
Measurement of regulated KPIs across the business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Measurement of other non-regulated KPIs across the business	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extent of public reporting on regulated OHS KPIs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Extent of public reporting on non-regulated OHS KPIs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

75 Quality of Information

Please indicate the quality of the information used to derive the KPIs in Q.73.

Please select only one.

- Impact not measured
- Largely based on estimates
- Based on verifiable data collection accounting for LESS than 75% of the total
- Based on verifiable data collection accounting for MORE than 75% of the total
- Independently verified or externally certified according to OHSAS 18001 or other recognised standard

If data has been independently verified, please indicate how data and provide a copy of the verification statement. If this is in the public domain, please indicate report page or direct web-link:

76 Targets

Has your company set performance improvement targets in addition to your management targets for occupational, health and safety?

Please select all that apply as % coverage across business (e.g. by turnover, no. of employees, etc). Please select "0%" if a statement doesn't apply.

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	0%	1-25	26-50%	51-75%	>75%
Performance improvement targets have been set for our business operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Targets were achieved across the business last reporting year	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Targets are in the public domain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performance against targets are in the public domain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide examples of your OHS targets for the last reporting year, and relevant data to demonstrate that targets have been achieved:

If OHS targets and performance against them are in the public domain, please indicate report page or direct web-link:

Impact Area: Labour Rights in the Supply Chain

77 Code of Conduct

This impact area is particularly relevant to companies that have supply chains outside developed countries and operate in the following sectors: retail, apparel, sports goods, toy manufacture, food and tobacco, electronic, computer and telecommunications.

Has your company developed a code of conduct (supply chain policy) which requires your suppliers to uphold minimum commitments relating to labour standards which meet core ILO conventions on labour rights?

- No
- We are in the process of developing a Code of Conduct which requires our suppliers to uphold core commitments relating to labour standards. The areas which will be covered are provided below (please provide date for implementation)
- Yes, we have developed a Code of Conduct which requires our suppliers to uphold core commitments relating to labour standards. It has not yet been disseminated to all our suppliers. The areas covered are provided below
- Yes, we have developed a Code of Conduct which requires our suppliers to uphold core commitments relating to labour standards. It has been translated and disseminated to all our suppliers. The areas covered are provided below
- Yes, we have developed a Code of Conduct which requires our suppliers to uphold core commitments relating to labour standards. It has been translated and disseminated to all our suppliers, and their employees. The areas covered are provided below

Please state the areas covered by your Code of Conduct and provide a copy of it in support of your answer:

78 Measurement and Reporting

Do you monitor your suppliers operations/facilities to assess their compliance with your supplier code of conduct?

- No
- We have an ad-hoc process to monitor or are in the process of developing systems to prioritise our suppliers to comply with our Code of Conduct.
- Yes, we monitor whether our prioritised suppliers (existing suppliers) comply with the core labour standards within our Code of Conduct.
- Yes, we monitor whether our prioritised suppliers (existing and new suppliers) comply with core labour standards within our Code of Conduct.
- Yes, we monitor whether our prioritised suppliers (existing and new suppliers) comply with core labour standards within our Code of Conduct, and we publicly report on our activities in this area.

If you report on supplier monitoring, please indicate report page or provide direct web-link:

79 Scope of Information

Please indicate how much of your prioritised global supply chain operations have been monitored in the last two years, to ensure compliance with your code of conduct.

- 0%
- 1-25%
- 26 - 50%
- 51 - 75%
- > 75%

List of supporting evidence and clarification

Not applicable

80 Quality of Information

Please indicate the method of monitoring your supply chain as indicated in Q.78.

- We do not collect information on this impact area
- Information derived from media or NGO publicity
- Based on internal monitoring conducted by our company
- Based on internal monitoring conducted by our company incorporating interviews with workers
- Based on internal monitoring and confidential interviews with workers through third parties (e.g. by NGOs, consultants)

Please describe your monitoring process below, indicating any third parties that may be involved.

81 Remediation Plans

Does your company have remediation plans in place in the event that labour rights concerns are identified in your supply chain?

No

Yes, we are developing remediation plans in association with our suppliers in countries where labour rights issues may be of concern

We have developed remediation plans in association with our suppliers

We have developed remediation plans in association with our suppliers, and we can demonstrate we have procedures in place to prevent actual/future occurrences

Please describe your remediation plans below, and for statement 4, the procedures you have in place to prevent further occurrences.

Impact Area: Diversity in the Workplace

82 Corporate Commitment

How does your company demonstrate leadership on diversity issues through your business? *Please select all that apply.*

Our company has a board level individual who 'champions' our company's diversity activities

Please name champion:

Mr Ian Stewart CEO is responsible

We have developed an equal opportunities and diversity policy which covers the following diversity strands (*please select all that apply*):

Gender

Ethnicity

Disability

Age

Sexual Orientation

Religion/belief

Please provide copy of your policy, or indicate where this can be found in the public domain:

employee handbook and @ www.mitie.co.uk

Our company:

Please select all that apply.

Works with a relevant organisation on a key strand of diversity.

Please specify organisation and strand of diversity:

Works with a relevant organisation on a second key strand of diversity (in addition to the one mentioned above).

Please specify organisation and strand of diversity:

Benchmarks performance on one or more strands of diversity.

Please describe how:

Has set management objectives on diversity.

Please give examples of objectives:

83 Investment in Diversity

Do you have an identifiable budget/resource for achieving your goals on diversity?

Please tick all that apply.

No identifiable budget available

Yes, we have an identifiable budget available and:

Our company has developed a business case for working on diversity issues

Please provide business case

- Our company has a range of supportive activities available for staff to promote diversity (development programmes, mentoring schemes, career counselling, secondments, work shadowing, networks)
- We can track the take up of staff from different diversity strands who participate in our staff development programmes, in jurisdictions where this is legally possible
- Employee time allocated to diversity activities which are not part of the individual's full-time job description, such as equality and diversity representative roles, is measured and integrated into performance appraisals

84 Employment

Have you mainstreamed diversity ('diversity-proofed') through your employment processes? *Please tick all that apply.*

- Cultural awareness and diversity training (including legal framework) is provided for staff involved in recruitment and selection
- Cultural awareness and diversity training (including legal framework) is provided to all supervisors and managers
- We use a variety of recruitment sources and methods to ensure a diverse range of applicants
- The organisation has reviewed its training and development processes to ensure they are diversity-proofed
- The organisation has reviewed its selection process and recruitment strategy to ensure that it is diversity-proofed (eg application forms, application/interview/ psychometric questions that could lead to bias, assessment centres)
- The organisation has reviewed its promotion and succession planning processes to ensure they are diversity-proofed
- The organisation has reviewed its grievance procedure to ensure it is diversity proofed.
- The organisation has reviewed the diversity profile of staff leaving or made redundant to evaluate if there is a bias or diversity issue

Please provide further details below in support of each of the answers selected.

85 Measurement of Workforce Diversity Profile

Do you measure your current workforce and diversity profile (in the jurisdictions where this is legally possible) throughout your business operations and use this information to support your diversity programmes?

Please select all that apply as % business coverage (e.g. no. of employees).

Please select 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
We measure our workforce profile by gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We measure our workforce profile by ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We measure our workforce profile for disability	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We measure our workforce profile by age	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We measure other employee related profiles, in addition to the profile of our existing workforce	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

86 Performance Improvement

Can you demonstrate improvement in your performance across the diversity agenda?

Please select the phrase that most closely describes your company's performance.

- We cannot demonstrate any improvement in performance

We can provide evidence of an improvement in our diversity performance:

NB: If you have trend data for 2004 and 2005 only, this would qualify as one year of improvement, if an improvement has indeed been made. To

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demonstrate a performance improvement over the last 3-5 years, data would be required for the last 4 years.

- Over the last year
- Over the last two years
- Over the last three to five years

Please provide details of improvements below by using trend data or an explanation in support of your answer.

Impact Area: Community Investment

87 Community Investment Strategy

Does your community investment strategy link with your organisation's key risks and opportunities identified in Question 16?

- No, we do not have a community investment strategy
- Our individual business/operating units undertake community investment programmes but this is not linked to an overall strategy
- Our community investment strategy partially links with our key risks and opportunities
- Our community investment strategy fully links with our key risks and opportunities

List of supporting evidence and clarification

MITIE's major community investment initiative (Construction Skills Centres) is strategically aligned with our corporate objectives and receive full Board support but individual SBU's also initiate community investment activities e.g. MITIE Business Services and East London Business Alliance award winning 'Real Apprentice' scheme.

88 Measurement of Inputs

Does your company measure and centrally collate the inputs of your corporate community investment activities across your business operations? These may be in the form of charitable gifts, community investment or commercial initiatives in the community.

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
Cash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Staff time	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gifts in kind	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management time	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide input data totals for the last reporting period for cash, staff time, gifts in kind and management time below.

List of supporting evidence and clarification

MITIE adopt an official 'charity of the year' where all SBU's fund raising initiatives are aggregated centrally and equally match-funded by Group PLC.

Additionally, local and regional charities are supported financially and by good-will activities by many SBU's. Some SBU's link up with their clients (e.g. Rolls Royce, LST) to engage in joint community investment programmes.

89 Measurement of Outputs

Do you measure and centrally collate the outputs from your community investment programmes?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
Leverage	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Benefit	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Benefit	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide output data totals for the last reporting period for leverage (where appropriate), community benefit and business benefit below.

90 Impact of Programmes

Which phrase most closely describes your company's performance in this area?

- We cannot demonstrate any long term positive impact from our social investment programmes.
- We cannot demonstrate any long-term positive impact from our social investment programmes. Our programmes are delivered at the local level, but we do not collect this information.
- We can demonstrate the long-term positive impact from our social investment programmes through anecdotal information.
- We have a formal feedback/evaluation process in place which demonstrates a positive community impact from some of our social

investment activities.

We have a formal feedback/evaluation process in place which demonstrates a positive community impact from some of our social investment activities. We are also able to demonstrate a positive business benefit from our involvement in these programmes.

If you have selected either of the last two options, please provide supporting examples below (e.g. a summary of the findings from your last evaluation process, the business benefits derived from a community investment programme, etc.).

List of supporting evidence and clarification

Skills Centres Review undertaken by MITIE Skills Centres Project Manager with Head Teachers. The students at the Skills Centres are enrolled on formal BTEC courses of study.

91 Reporting

Do you report your community investment activities?

Please tick all that apply as % coverage across business (e.g. by turnover, no. of employees, etc).

Please tick 0% if a statement does not apply.

	0%	1-25%	26-50%	51-75%	>75%
We communicate our corporate community investment activities internally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We publicly report on the programmes/activities of our community investment activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We publicly report on the inputs of our community investment activities	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We publically report our outputs and, where relevant, impacts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
We publicly report on our targets	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For all statements selected (except for statement 1), please provide reference to report pages or direct web-links below.

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Self Selected Social Impact

Self Selected Social Impact

As your third social impact area, you may either choose to complete another section from the core social impact areas ([Questions 68 - 91](#)), or complete the following section on a self-selected impact.

Examples of self-selected impact areas are: employee development, employee welfare, economic development, operational change, social inclusion, responsible products & services, etc.

State Impact Area

Social inclusion - training & employment

What criteria did you use to select this area, for example, does it link to your key issues?

Key issue - workplace diversity

Are these impacts covered by the corporate objectives and targets identified in the management sections?

- Yes
 No

List of supporting evidence and clarification

Joint MITIE Business Services / East London Business Association objectives to provide training and employment for low-employability section of the community.

92 Corporate Commitment

Can your company demonstrate a clear commitment to the specific impact area that you have selected?

No,

We are not able to demonstrate a clear commitment in relation to the selected impact area

Yes, and (please tick all that apply):

- A clear policy statement or defined standard has been developed in relation to the impact area
 Strategic objectives have been defined at a corporate level
 Strategic objectives have been defined within the individual parts of the business/business divisions
 There are clearly defined responsibilities throughout the corporate entity for the management of this impact area

List of supporting evidence and clarification

MITIE Business Services / ELBA objectives and designated MBS staff assigned to the 'Real Apprentice' initiative.

93 Measurement and Reporting

Have you implemented systems throughout the organisation to enable the impact area to be measured? Please select all that apply.

No,

We do not collect information on this impact area

Yes,

- We collect information relating to this impact area
 We can demonstrate that the information collected is used by management to inform their decision making/management decisions process
 We are able to measure our performance on this area (eg by setting of KPIs)
 Performance improvement targets have been set by those directly responsible for managing the impact area
 We publicly report our progress on this impact area

94 Quality of Information

Please indicate the quality of the information collected to measure your performance in this area. Please tick one.

- We do not collect information regarding to this impact area
- Largely based on estimates
- Based on a combination of estimates and verifiable data collection (the latter accounting for less than 75% of the total)
- Based on a combination of estimates and verifiable data collection (the latter accounting for more than 75% of the total)
- Independently verified

If data has been independently verified, please explain how and provide a copy of the verification statement. If this is in the public domain, please indicate report page or direct web-link:

95 Coverage

Please indicate how much of your overall operations (e.g. percentage by turnover) is covered by the measurement of this impact area.

- 0%
- 1-25%
- 26-50%
- 51-75%
- >75%

96 Performance Improvement

Which phrase most closely describes your company's performance in this area?

Please select one.

- We cannot demonstrate any performance improvement associated with the management of this area
- Management of this impact area is undertaken at a local level, and we do not have reporting mechanisms in place to inform the management chain that the impact area is being managed and business performance is improving
- Internal reporting systems are in place that demonstrate and inform the management chain that the impact area is being managed and business performance is improving (internal management reporting)

We can demonstrate performance improvement in this impact area:

Please select one.

- Over the last year
- Over the last two years
- Over the last three to five years

Please provide relevant trend data in support of your answer:

The first year of data collection is the baseline - i.e. if you have data for 2003 and 2004 only, this would qualify for one year improvement, if an improvement has indeed been made. To demonstrate a performance improvement over the last 3-5 years, data is therefore required for the last 4 years.

State KPI:

Internal company objectives to increase the provision of MITIE Skills Centres

2004 data:

2003 data:

2002 data:

2001 data:

List of supporting evidence and clarification

Internal management reporting procedures between Chief Executive Officer and Skills Centre Project Manager set objectives and goals for Skills Centre provision.

97a Assurance Process

PART A - Assurance

Definition

An assurance management process is a formal system used to provide someone with confidence that all information collected for a particular purpose is of an acceptable quality and that it addresses all relevant risks. In the case of corporate responsibility, such a system would ensure a company that information relating to Community, Environment, Marketplace and Workplace is accurate, relevant and reliable.

Do you have a management process in place to provide you with assurance that your corporate responsibility information is of an acceptable quality?

Please tick one in each row.

	Established procedures not in place	Is in the process of developing procedures	Yes, and can confirm statements A, B and C	Yes and can confirm statements A, B, C and D	Yes and can confirm ALL statements
Community	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketplace-Suppliers	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketplace - Customers/consumers	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workplace - Occupational, health and safety	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workplace - Employee issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Qualifying Statements

Our company has:

- A. Established clear reporting requirements for business units to generate accurate data this area.
- B. Established methods/systems for reporting and communicating information in this area.
- C. A competent person(s) with appropriate authority who has checked and signed-off that the information for this area is correct.
- D. An effective method for collating information from different business units into overall corporate data for this area.
- E. An assurance process to ensure quality of information in this area, which is reviewed for effectiveness by an independent group audit or a third party verification.

97b Disclosure

PART B - Disclosure

The ultimate test of assurance, with regards to information submitted within this survey, is whether companies would be prepared to share information submitted during the Index process.

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Please note that your answer to this question will contribute to your overall Index score.

Please select all that apply.

We will put our 2005 CR Index confidential feedback report in the public domain (if not the full report, at least the graph summarising overall performance).

If you have disclosed this already last year, please indicate where your 2004 Index feedback report is in the public domain:

We will share our full survey submission* with any Index participant on a mutual basis on request.

If you have already done so with your 2004 submission, please provide details:

We will disclose our full survey submission* to the investment community on request.

If you have already done so with your 2004 submission, please provide details:

**Full submission refers to the PDF of your submission, including any supporting text, but excluding any attached documents. Supporting text can sometimes include commercially sensitive information, which can be reasonably excluded, i.e. considered outside the term "full submission".*

BITC will not unilaterally disclose any information without specific permission from the company. However, your willingness to disclose information may be indicated publicly when the Index results are published.

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Sign Off

Signature

Yes, I've faxed or posted a signed copy of this page.

Please print this page, sign it, then return it to Dawn Tomlinson at *Business in the Community* at the following: fax +44 (0)20 7253 1877, or by post to 137 Shepherdess Walk, London, N1 7RQ. (Tick this box when the fax or letter has been sent).

Business in the Community require the final sign off from the Chairman, Chief Executive or a Board Director responsible for Corporate Responsibility in your organisation. Once we have received this sheet Business in the Community will process your survey results.

As part of the assurance process for the survey, you may find it useful to have additional sign off by key senior management staff with specific responsibilities for the information contained with the survey. This may form part of your normal internal risk management and governance procedures. We have provided an example sign off sheet for your use to assist you in this process.

I am satisfied that the completed survey is in accordance with our company's commitment to corporate responsibility management. I can confirm that the information provided herein is true to the best of my knowledge. I also confirm that supporting evidence required by Business in the Community for validation purposes will be provided if requested.

Company Name

MITIE Group PLC

Signature

Name

Mr Ian Stewart

Title

Chief Executive

Date

Supplementary Questions

Changes that could affect company performance

This question will not be scored.

Since corporate restructuring and mergers and acquisitions activity might lead to significant changes in company performance in the Index, we feel that it is important for each company to be able to justify the possible reasons for this. The space below is provided for you to share with us any important events or happenings over the last year, which could potentially affect this year's performance.

Case study examples

This question will not be scored.

Please let us know examples of how your company has benefited from its participation in the **Corporate Responsibility Index**. The space below is provided for you to share with us some of your company's experiences and comments. We use such information to track the value and usefulness that the business community places on the Corporate Responsibility Index.

The CR Index provides a very comprehensive framework to measure, monitor and manage our CSR issues. We will use the CRI as a basis for continual development and improvement by formalising structures and systems and introducing appropriate KPI's.