

# Mitie' Group Quality Policy

## Purpose and scope

Our Quality policy sets out Mitie's primary aim of meeting its customer requirements and to strive to exceed its customer expectations.

This policy applies to all employees, in all our operating countries.

## Policy Statement

There are many dimensions in which Mitie can compete, but none of these are meaningful for our customers without a foundation of quality. The responsibility for quality is something that must be owned by every person, within every business and every location.

Our quality vision is: To ensure the Right person is in the Right place at the Right time to do the Right job and to do it Right first time. (5 Rs)

## Policy objectives

To ensure that we meet our responsibilities, vision and obligations to our customers, our people and our stakeholders we are committed to the following quality objectives:

**Customer focused:** Identify and understand our customers' expectations, measure customers perceptions and implement improvements to increase customer satisfaction.

**Relationship Management:** Enable and engage our people at all levels in a relentless drive to Improve operational performance along the value chain from suppliers to customers.

**Engagement of people:** Increase the motivation and skills of our people to add value to our customers and our business, through continual training and development.

**Leadership:** Embed our Live Safe Program, Social Responsibility and Company Ethics policies in our business.

**Process and Improvement:** Continually improve Quality, environmental and health and safety performance through all systems, services and businesses.

## Planning effectively:

As an organisation, we will be as a minimum, registered to the Quality Management (ISO9001:2015), Environmental Management (ISO14001:2015) and Occupational Health and Safety (ISO18001) transitioning to ISO45001:2018) standards with businesses falling where applicable under the Group registration unless it is more practicable or requirement to have their own registration.

Business objectives must be set and align to the Mitie' Group objectives. These must consider the business' significant risks, legal obligations and other applicable requirements. Programmes and measurable outcomes must be established for achieving these objectives.

**Managing our activities:** Our management system depends on having the right resources, infrastructure, processes and procedures in place. People working on behalf of Mitie' must be competent to do their jobs – and that means having the appropriate Skills, knowledge, experience and training. The work they carry out must be evaluated, not only to ensure their competency but also to make sure that they are aware of the relevance and importance of their roles, and how they contribute to achieving our objectives and the risks that they could expose themselves to, or Mitie', if they do not comply with our management system requirements.

**Assessing our performance:** Monitoring and measuring our performance must be carried out to help the business understand how well objectives are being met and the effectiveness of our systems. Evaluation of our compliance to legal and other requirements must be undertaken to ensure these obligations are considered and managed accordingly. All businesses must have an assurance programme based on our risks, our performance, results of previous audits and the scope of our management systems. Appropriate actions must be taken to address any areas of concern.

**Promoting continual improvement:** Objectives and targets must be used to drive continual improvement in our services. Regular reviews on the ways in which we work must be carried out to identify opportunities for improvement and sustain the success of our organisation. Senior managers must review their processes, at planned intervals, to ensure their continuing suitability, adequacy and effectiveness.

## Responsibilities

The CEO is responsible for:

- Reviewing, endorsing and achieving this policy's aims.

The Group Enterprise Risk Director is responsible for:

- Administering this policy on behalf of the CEO; and
- Developing and rolling out the supporting strategies to drive continual performance improvement.

Functional Directors are responsible for:

- Ensuring that functional procedures meet the requirements of the Mitie' management systems structure and arrangements manual; and
- Taking accountability for the effectiveness of the processes under their direction.

Business Managing Directors are responsible for:

- Ensuring that this policy, together with supporting strategies and procedures, are distributed, implemented and complied with;
- Ensuring that the resources needed for the complying with this policy are available;
- Ensuring that their management systems meet the standards set out in the Mitie' management system structure and arrangements manual; and
- Leading by example in protecting the Mitie' brand and championing knowledge sharing across the divisions.

Managers are responsible for:

- Implementing and enforcing the processes and procedures; and
- Ensuring that their people are aware of their responsibilities and receive appropriate training;
- Promoting improvement; and
- Addressing any inappropriate behaviour.

Employees are responsible for:

- Carrying out their work in line with this policy and associated procedures;
- Challenging any behaviour that falls short of the expectations of this policy; and
- Identifying any breaches of this policy and reporting them to their line manager.

What will successful implementation of this policy achieve?

- Giving assurance that we can achieve our intended results;
- Enhancing desirable outcomes and preventing, or reducing, undesired effects;
- Considering processes in terms of added value;
- Understanding and consistency in meeting requirements;
- Achieving effective process performance; and
- Improving processes based on evaluation of data and information.



Phil Bentley  
Chief Executive Officer  
Mitie' Group PLC

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