

# Sustainability policy

## Purpose and scope

Mitie believe in the value of sustainable actions. We commit to reduce our use of natural resources, empower our people and limit our environmental impact on the planet.

This policy sets out how we manage our approach to being a sustainable, environmentally responsible and energy efficient business. It applies to all employees, in all our operating countries.

## Policy objectives

The objectives of this policy are to:

- Deliver sustainable profitable growth while satisfying our moral, legal and contractual obligations;
- Have satisfied clients;
- Enable our people to be engaged, safe and respected;
- Make a positive contribution to the communities in which we work;
- Protect the environment by preventing or mitigating our adverse environmental impacts (including prevention of pollution) and those environmental conditions on our organisation;
- Reduce our energy consumption and costs and enhance our environmental performance;
- Have an aligned supply chain; and
- Ensure our sustainable approach is applied to all new services and markets.

## Requirements

**Moral, legal and contractual obligations:** We must understand and fulfil our moral, legal and contractual obligations and ensure these are taken into account in our operations. Contractual obligations must be documented, and processes must be in place to evaluate fulfillment of these.

**Clients:** All our businesses must have the right systems and processes in place to nurture relationships with clients and provide the reassurance that we will deliver sustainable development opportunities throughout our service delivery. Customer satisfaction is the key measure of our success in this area and all operations and customer relationship management should be undertaken with client satisfaction in mind.

**People:** We must ensure we have the right talent pipeline to fulfil all the future needs of our businesses. A comprehensive people strategy makes sure that we provide the performance management, engagement and leadership training to help our people achieve their full potential. This will include group-wide communications campaigns, e-learning programmes and regular employee engagement to measure success. We must make sure that the well-being of our people, and by extension our clients and the general public, is safeguarded while at work. Our Health and Safety systems and supporting programmes identify risk and have mitigation measures in place to drive safe working behaviours. Our policy requirements detailed within our **People policy** and **Inclusion policy** and **Health and Safety policy** supports these requirements.

**Community engagement:** Contributions should be made to the communities in which we work. Through the Mitie Foundation we encourage all our stakeholders to support social mobility programmes under Education, Employability and Enterprise focus areas to increase vocational education and employability prospects; employee volunteering; via our flagship Ready2Work and Business Challenge Day programmes for disadvantaged members of the community.

**Environmental and Energy management:** We must make sure that our people understand our environmental impacts and are provided with the information and resources to reduce them. Sustainability awareness must also include looking at opportunities to enhance our environmental and energy performance. We will implement and document environmental, energy and carbon management systems to reduce and mitigate our impacts wherever possible. Fuel consumption will be kept to a minimum through improved vehicle selection procedures, telematic trackers that optimise route planning, and driver awareness campaigns.

**Supply chain:** We will strive to provide sustainable value on every contract and encourage our supply chain partners to support us in achieving our clients' sustainable objectives and drivers to maximise value for all our stakeholders. We will act in a responsible manner when it comes to selecting supply chain partners. Small and

medium sized businesses, minority owned organisations, voluntary, community and social enterprises will be used where viable as part of our supplier engagement strategy. We will support energy and environmental performance improvements in the design, procurement, operation, maintenance and modification of our facilities, equipment and vehicles.

**New markets:** We must understand and adopt our commitment to sustainability, environmental impacts and energy reduction when looking at growth opportunities in new markets – whether that is organic growth or acquisitions. We include a robust sustainability due diligence as part of the process when looking at new potential markets.

**Report our performance:** We will report publicly on our environmental emissions and impacts within our Annual Report, our web site ([www.mitie.com/sustainability](http://www.mitie.com/sustainability)) and the Carbon Disclosure Project. We report in accordance with Government guidance for company reporting of Greenhouse Gas (GHG) emissions and apply the DEFRA conversion factors for GHGs. We are measured by a number of external Sustainability Indexes and will achieve and maintain the highest standards as applicable to our business.

## Responsibilities

**The CEO** is responsible for:

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

**The Group HR Director** is responsible for:

- Administering this policy on behalf of the CEO;
- Developing and rolling out the supporting strategies; and
- Communicating sustainable, energy, environmental and social value information to relevant interested stakeholders.

**The Sustainability Steering and Working Groups** are responsible for:

- Providing the framework for setting and reviewing objectives and targets; and
- Maintaining regular reviews of our performance and update the policy as required.

**Divisional/Business Managing Directors** are responsible for:

- Ensuring that this policy and supporting procedures are distributed, implemented and complied with;
- Leading by example in protecting the Mitie brand and communicating effectively; and
- Driving continual improvement performance across the organisation.

**Managers** are responsible for:

- Implementing and enforcing the processes and procedures;
- Ensuring that their people are aware of their responsibilities and receive appropriate training; 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?

- Qualitative and quantitative data trends that are continually improving and publicly reported;
- Recognition by external bodies in the form of nominations, awards and accreditations; and
- Improved benchmarking results when examining our performance against our peers or when audited by independent assurers and external groups.



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Mitie Group PLC

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