

# Mitie' Group Quality Policy

## Purpose and scope

This policy supports our strategic direction and details our aims in terms of delivering and meeting the requirements and expectations of our clients, stakeholders, employees and supply chain. To do this we promote a culture of Quality and continual improvement at all levels within all of the Business Units that form part of our company portfolio.

## Policy Statement

Mitie operates and delivers within many diverse environments and areas and all the time we remain mindful and focused on the needs and expectations of our customers for a consistent and sustainable high quality of service. Our culture of Quality is something we ensure is continually communicated and must be owned and delivered by every person working within our business and supply chain. To this end, all levels of our company leadership shall demonstrate commitment to deliver this policy statement and its objectives.

## Policy objectives

Our main objective is to ensure that we meet and deliver our vision, contractual and legal responsibilities, to all our customers, our people, stakeholders and supply chain. To support us in delivering this policy we are committed to the following quality objectives:

**Customer focused:** Identify and understand our customers' requirements and expectations, measure and evaluate customers perceptions and use that data to implement improvements to increase customer satisfaction, and drive improvements in our service provisions.

**Relationship Management:** Enable and engage our people at all levels to ensure they deliver a culture of quality to drive Improvement in our operational performance from our suppliers to customers.

**Engagement of people:** Increase the motivation and skills of our people to add value to our customers and our business, through regular competency evaluations, supported by the required training and development.

**Leadership:** Embed our Quality Culture, 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 (ISO 45001:2018) standards. The scope of these registrations will, where applicable, ensure that all necessary Mitie businesses fall under one Group registration unless it is more operationally practicable or a strategic requirement to have their own individual registration.

Business objectives shall be set and aligned to the stated Mitie' Group Business objectives. These shall consider the business' significant risks, Regulatory and legal obligations and other applicable or stated requirements. Programmes and measurable outcomes shall be established for achieving stated targets and wider objectives.

**Managing our activities:** Our management system is supported and driven by having the right resources, infrastructure, processes and procedures in place. All people working for or on behalf of Mitie' shall be competent to do their jobs – by demonstrating and delivering the appropriate Skills, knowledge, experience and training. The work they carry out shall be reviewed and evaluated, not only to ensure their competency but also to make sure that they are aware of the relevance, importance and expectations of their roles, and how they contribute to achieving the requirements of this policy ,our objectives and the potential risks that they could expose themselves, Mitie' or our clients to, if they do not adhere and comply with our stated management system requirements.

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

**Driving and Promoting continual improvement:** Meaningful and sustainable Objectives and targets shall be used to drive continual improvement in our service delivery. Regular reviews on the ways in which we work will be carried out to identify Risks and the opportunities for improvement that underpin and sustain the success of our organisation. Management at all levels shall review their Risks, Objectives and processes, at defined 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.



A handwritten signature in black ink, appearing to read "Phil Bentley".

Phil Bentley  
Chief Executive Officer  
Mitie' Group PLC

12 February 2020