



Mitie Social Value and Responsible Business Charter

In September 2019, Mitie launched its first Social Value Report, in which I highlighted that all Mitie staff have a role to play in creating a brighter future for our people and our planet. This focus on Social Value, our people and our planet, is just one example of how we at Mitie deliver 'the exceptional, every day'.

Mitie's vision for Social Value is to lead the Facilities Management (FM) sector in creating social value through everyday operations, leaving a legacy for the communities in which we work to support a brighter future for all. Mitie will do this by having clear targets across its five pillars of Social Value, which are Employment, Responsibility, Community, Environment and Innovation; each backed up with a plan to deliver against these targets. We will embed Environmental, Social and Governance (ESG) considerations in every aspect of our business from strategy to supply chain management to delivering for our clients.

Increasingly, our customers expect us not just to have clear targets on all aspects of Social Value, especially the environment, but to be able to support them in delivering their own challenging targets in areas such as decarbonisation, reducing their energy usage and waste management. Mitie's expertise is demonstrated by its leadership in the transition to electric vehicles as well as its group wide ISO 14001 (Environmental Management System) and ISO 9001 (Quality Management System). Subject matter expertise is further evidenced by Mitie Energy's ISO 50001 (Energy Management System) and Mitie Waste's BS 8001 (Circular Economy) as well as our industry leading Plan Zero commitment to net zero carbon by 2025.

Mitie will continue to review its targets and approaches to the economic, social and environmental aspects of Social Value to ensure we lead the FM sector. Mitie will consider ways in which it can maximise social value in both day to day business operations and every partnership that it creates, to benefit individuals, communities, supply chains and the environment.

This Charter supports this drive, demonstrates Mitie's earnest commitment and provides transparency of our key activities.

Oversight and governance for this Charter is provided by the Sub-committee to the main Board, chaired by The Baroness Couttie. Accountability and reporting will be provided in our Annual Report.

Phil Bentley
CEO Mitie Group plc
