



Customer Charter

OUR PARTNERSHIP WITH ROYAL LONDON

CREATING GREAT SPACES TO WORK



Every member of our team is an ambassador for Mitie.

Whilst representing Mitie, our team members will embody Royal London's Your Workspace ethos. Our Code of Conduct has been designed to help team members understand what that means.

We will embody Royal London's values to reflect our daily working lives and sustain our ambitions. They will inspire us to impress Royal London with a higher quality of service. Mitie will give our teams the freedom to succeed.



We are empowered

We provide people with the tools and authority to act and make decisions. So that everyone here has a voice to improve the way things are done.



We are trustworthy

We're approachable and transparent in the way we interact. We build relationships that are built on trust and respect, delivering mutual benefit.



We collaborate

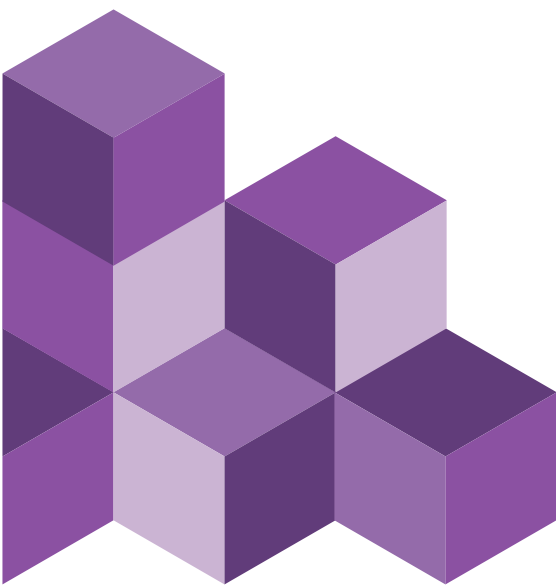
We share our knowledge, developing our expertise and learning from mistakes. We inspire each other to give our best and enjoy our work.



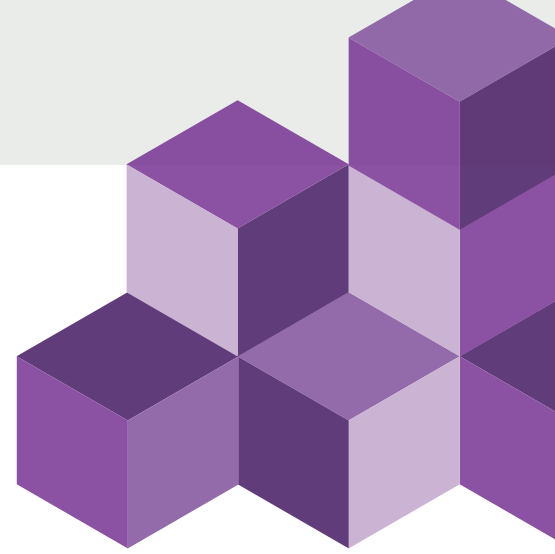
We achieve

We go the extra mile to deliver the best outcomes. We're always looking to do things better and continuously improve our performance.

As an ambassador for Mitie, you will be expected to uphold our customer promises.



OUR CUSTOMER PROMISE



We promise to provide Royal London with the best workplace experience possible.

We will work in partnership with Royal London to create a positive culture of which both business can be proud. We will always uphold our code of conduct and do the right thing by Royal London.

This includes but is not limited to:

Inclusion and diversity

Like Royal London, our team is inclusive and diverse. Everyone we interact with at Royal London will be treated with the same dignity and respect that we would expect ourselves.

Our social impact

We will engage with our local communities. We will create a positive social impact as a result of our activities both in our daily working lives and engagement with local communities.

Wellbeing

We are committed to the wellbeing of everyone across our teams and our colleagues at Royal London. We will do all we can to raise awareness of the impact a healthy wellbeing can have on our personal and working lives.

Make a difference

We will empower, trust and collaborate as a team with Royal London to achieve our joint objectives both in Facilities Management and in our communities.

Code of Conduct

We will act appropriately and in line with our Code of Conduct, doing the right things in all aspects of:

- ▶▶ Health and safety ▶▶ Sustainability ▶▶ Diversity and equality ▶▶ Bribery and corruption
- ▶▶ Financial transparency ▶▶ Responsible partnerships with our suppliers ▶▶ Data protection / confidential information

Right treatment

You can trust us to do what we say we will do, to be helpful, polite, and treat you fairly and with respect, to try to understand your circumstances, to follow processes correctly.

Our people promise

- » **Work somewhere Inclusive**
Our people want everyone to have the same chances to shine and contribute in their own way. Whoever you are, we want you to feel empowered.
- » **Work somewhere Responsible**
We thrive on trust and teamwork. Supporting each other brings the best out of all of us and gives us more confidence to push our personal growth.
- » **Work somewhere Enjoyable**
Great relationships with our people are essential. That's why we value our co-workers.
- » **Work somewhere Fulfilling**
This place inspires us to do anything for our customers and our colleagues, which reveals the real difference we make to our workplaces.

