

Verification Statement

Background

Optera was engaged by Mitie Group PLC (“Mitie”) to provide independent verification on the accuracy of selected information included in Mitie’s FY 2021 Social Value Metrics (SVM) datasets and express a conclusion as to whether the assertions contained in the inventory is presented fairly.

Per contractual agreement, Mitie’s FY 2021 Social Value Metrics (SVM) Verification Statement were prepared by Optera solely for Mitie’s benefit. The information contained therein, its presentation and inclusion in corporate sustainability reports are the sole responsibility of Mitie.

Boundary and Scope

Optera examined Mitie’s FY 2021 Social Value Metrics (SVM) assertion, as follows:

People	<ul style="list-style-type: none"> • Real Living Wage • Apprenticeships • Women on MLT • R & E Diverse on MLT
Community	<ul style="list-style-type: none"> • Health & Wellbeing • Volunteering • Military Recruitment
Responsible Supply Chain	<ul style="list-style-type: none"> • % of Spend on SMF • % of Spend on SME • Spend on VCSE’ s
Environment	<ul style="list-style-type: none"> • EV’s • CO2e Emissions (tons) • Waste to Landfill (tons)

The verification was conducted on 100 percent of Mitie’s reported SVM.

Period Covered

Mitie’s GHG assertion covers the 2021 fiscal year: 1 April 2021 to 31 March 2022.

Data Verified

The final quantities verified were presented in **SVRB Dashboard March 2022**, as follows:

Item	Quantity
People	
• Real Living Wage	100%
• Apprenticeships	3.55%
• Women on MLT	24.42%
• R & E Diverse on MLT	8.14%
Community	
• Health & Wellbeing	5.52K
• Volunteering	14.65K
• Military Recruitment	4.04%
Responsible Supply Chain	
• % Of Spend on SMF	35.63%
• % Of Spend on SME	49.92%
• Spend on VCSE' s	£1.14M
Environment	
• Number of EV's	33%
• CO2e Emissions (tons)	23.50K
• Waste to Landfill (tons)	16.26

Methodology

The verification has been conducted to achieve a *limited level of assurance* which was appropriate for this project.

As part of the independent assessment Optera performed the following tasks:

- Examination of the FY 2021 SVM data.
- Examination of underlying calculations to confirm the formula references and accumulation of data, and re-performance of a sample of the calculations.
- Evaluation of potential errors, omissions or misrepresentations resulting from data input, transformation and/or output processes; and
- Collection of testimonial evidence (i.e. interviews), data review and sampling to provide an understanding of management/operational and control procedures to be implemented by the responsible party to ensure the quality, integrity and security of the SVM information.

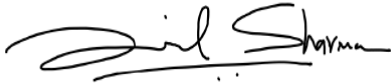
Findings

It is Optera's opinion that based on the verification methodology and activities described above, there is no evidence that Mitie's FY 2021 SVM assertions are not:

- Correct at a *limited* level of assurance.
- Meets the minimum level of accuracy of at least 95 percent.
- Accurate, materially correct, and a fair representation of SVM data and information

Statement of Independence, Impartiality and Competence

Optera is an independently owned and operated consulting and software services company that specializes in technical analysis and innovation for efficiency and renewable resources. Optera has considerable experience in the development, reporting and verification of GHG emissions information for industrial, utility, municipal and corporate clients. Optera's verification team did not contribute to the compilation of Mitie's FY 2021 SVM and did not work on the SVM beyond what is required of this assignment. Optera has conducted this verification independently, and there has been no conflict of interest.

A handwritten signature in black ink, appearing to read "Siddarth Sharma". The signature is written in a cursive, flowing style.

Siddarth Sharma

Lead Reviewer

May 24, 2022