

SLAVERY AND HUMAN TRAFFICKING STATEMENT 2023

INTRODUCTION

Our position on human rights within Mitie is clear and covered in our long established Ethical Business Practices Policy and, more explicitly, in our Code of Conduct. We respect the human rights of all our employees and those within our supply chain and have zero tolerance of slavery and human trafficking.

We are committed to ensuring that slavery, trafficking, bonded labour, forced or servile marriage, descent-based slavery and domestic work and slavery does not take place in our business or any part of our supply chain by seeking to:

- Ensure our recruitment processes are transparent and reviewed regularly, with robust processes in place for the vetting of the appointment of our people;
- Raise awareness of the issue amongst our people and our suppliers to combat the hidden nature of modern slavery;
- Challenge and support our suppliers in the effort to drive out modern slavery and human trafficking; and
- Apply the spirit, as well as the letter of the law, to our internal practices.

This Statement sets out the steps which Mitie Group plc has taken during the financial year ending 31 March 2023 to help ensure that slavery and human trafficking is not taking place in any part of our business or supply chains.

OUR BUSINESS

Mitie is the UK's leading facilities management and professional services company. We offer a range of services to the public sector through our Central Government & Defence and Communities (Healthcare, Education, Campus & Critical and Care & Custody) divisions. Our Technical Services (Engineering Services, Energy, Water and Real Estate Services) and Business Services (Security, Cleaning, Landscapes, Spain and Waste) divisions serve private sector customers in areas such as Financial & Professional Services, Industrials, Retail and Transport, and increasingly the public sector. Mitie employs 64,000 people across the country, looking after a large, diverse, blue-chip customer base, from banks and retailers, to hospitals, schools and government offices. We take care of our customers' people and buildings, through the 'Science of Service', and we are transforming facilities to be more flexible, safe, sustainable, and attractive to all.

We operate in the UK, the Republic of Ireland, the Isle of Man, Guernsey, and certain mainland European countries including Spain.

All our businesses are dependent on our people and our supply chains to support the delivery of our services. Each business is responsible for ensuring that they can demonstrate compliance with the Modern Slavery Act 2015 by working to our Group policies and procedures. Further information on our business can be found at: <https://www.mitie.com>

OUR SUPPLY CHAINS

As a company predominately offering facilities management and specialist support services to our clients, our supply chain is characterised by skilled technical contractors and trades.

Occasionally we use temporary labour to support our operational requirements in certain areas (e.g. cleaners and site employees). The materials we buy are in support of the services we deliver.

OUR GOVERNANCE IN RELATION TO SLAVERY AND HUMAN TRAFFICKING

We have a long-established set of policies and procedures covering human rights in general and specifically addressing relevant areas to minimise the risk of slavery or human trafficking occurring in our businesses or supply chains.

Our relevant policies and procedures include:

- Our Ethical Business Practices Policy;
- Our Employee Handbook;
- Our People Policy – supplemented by our Recruitment Procedure;
- Our Procurement Policy - supplemented by our Supplier Social Value Policy, Guidance for Mitie Suppliers on Modern Slavery and Human Trafficking and our On-Boarding Procedure; and
- Our Whistleblowing Procedure.

These policies are subject to regular review to ensure they reflect both statutory obligations and best practice in our sector.

EMPLOYEE HANDBOOK

Our Employee Handbook (which incorporates our Code of Conduct) forms the cornerstone of our wider ethical business framework. It provides our people with the guidance and support necessary to carry out their work in the right way. We designed our Handbook to help our people understand Mitie's core values and the responsible behaviours which underpin them. It provides guidance and support for all Mitie personnel when undertaking their work and draws together all of our longstanding policies and procedures from all business areas into one simple and practical guide. A copy of the Handbook is available at www.mitiepeople.com.

We demand the highest levels of ethical and moral stewardship in Mitie. We are committed to being a responsible business and to developing mutually beneficial and sustainable relationships with our stakeholders and business partners, based on trust and co-operation.

OUR PEOPLE

Over and above the requirements of the Modern Slavery Act 2015, we endorse the tenets of the United Nations Global Compact Principles, the International Labour Organisation Declaration on Fundamental Principles and the Rights at Work and the Ethical Trading Initiative 'Base Code'. We strive to ensure that employment is chosen freely; freedom of association is respected; working conditions are safe and hygienic; child labour is not used; wages are not lower than minimum wage; working hours are not excessive; no discrimination is practised; regular employment is provided; and no harsh or inhumane treatment is allowed.

We endeavour to carry out appropriate checks to ensure that any new applicant is suitable for the role that they have applied for. Prior to making an offer, it is our usual practice to ensure that all applicants are aware of what checks we will carry out. We make job offers subject to appropriate satisfactory vetting procedures (where required).

All our people undergo identity and Right to Work checks prior to commencing employment. We also carry out reference checking and, where applicable, DBS checks. We employ most of our people directly with checks in place to ensure that payment of salary is made direct to that person.

In addition to striving to ensure compliance with legislative requirements, we carry out additional background checks on a risk basis, either through our own assessment or one carried out in conjunction with our client.

Our Recruitment Procedure outlines the mandatory requirements we impose, which includes the requirement to use approved agencies in the recruitment process. Our On-Boarding Procedure seeks to ensure that third party providers can demonstrate that they comply with all legal requirements, including the requirement to comply with the Modern Slavery Act 2015.

EMPLOYEE AWARENESS AND COMPLIANCE

Our Employee Handbook sets out our policies and key procedures. We give all our people access to the Handbook online, and they are required to acknowledge that they have read it and agree to it when they begin working for Mitie.

These core documents, together with our targeted awareness on Modern Slavery and human trafficking helps us to deliver our key messaging so that our people can comply with our requirements.

All these documents are available externally on www.mitiepeople.com.

SUPPLY CHAIN

We expect our suppliers and other business partners to have the same high standards as we impose on our own business. We actively promote safe and fair working conditions, including the responsible management of environmental and social issues within our supply chain.

As part of our on-boarding process, our suppliers are required to read and acknowledge our Supplier Social Value Policy and Guidance for Mitie Suppliers on Modern Slavery and Human Trafficking. These documents set out key requirements for our suppliers including, amongst other things, the mitigation of risks associated with slavery and human trafficking. It is made available on our external website which makes our expectations clear, and improves the accessibility and transparency of our processes for suppliers.

Our Standard Terms and Conditions require our suppliers to comply with all legal requirements, including adherence to the Modern Slavery Act 2015.

BUSINESS AND SUPPLY CHAIN RISK ASSESSMENT AND RISK MANAGEMENT

As part of our compliance processes, we assess our supply chain for potential areas of increased risk of non-compliance to the Modern Slavery Act 2015. Where areas are identified, we carry out an audit, which will include a focus on compliance with employment as well as other regulatory and sustainability criteria. The defined criteria for assessing potential areas of risk within our supply chain are:

- Companies that operate using temporary low skilled labour;
- Operations outside of the UK / EU regulatory frameworks;
- Manufacturing or trading in raw materials produced in non-UK/EU areas;
- Companies that have a strategic partnership with Mitie.

OUR DUE DILIGENCE AND AUDIT PROCESSES IN RELATION TO SLAVERY AND HUMAN TRAFFICKING

We enforce our policies and procedures in an effort to ensure that slavery and human trafficking is not taking place anywhere in our business or supply chain.

Our supplier on-boarding process includes standard due diligence procedures, which help us assess the suitability of a supplier to provide goods and services to Mitie against compliance to required standards. This process captures confirmation that they are committed to ensuring that slavery and human trafficking is not taking place within their own supply chain. Tender and supplier selection processes also include checks for acceptance of Mitie terms and conditions, the Supplier Social Value Policy and Guidance for Mitie Suppliers on Modern Slavery and Human Trafficking.

Our procurement team carry out desktop audits as part of our supply chain management as appropriate, to provide assurance that our suppliers are responsible partners in our service delivery. As in previous years, we have continued to analyse our supply chain for potential risk in the light of changes which impact our business, our suppliers and our sector. Modern Slavery is an agenda item at Supplier Management Framework review meetings held for our Tier One suppliers (as assessed by volume of spend and risk). This enables us to identify, understand and seek to mitigate risks associated with Modern Slavery. Over the course of the next 12 months, we will be seeking to expand the review process to Tier Two and Tier Three suppliers.

If any weaknesses in processes or governance are identified, we will seek to agree a detailed plan of action with a supplier to remedy the deficiencies. Failure by a supplier to agree to adhere to legal requirements, to respond to any audit questionnaire or to provide assurances that it has satisfactorily assessed its own risk of modern slavery, may lead us to review our business relationship.

THE EFFECTIVENESS OF OUR PROCESSES

We are using a number of key performance indicators (KPIs) to measure how effective we have been in communicating awareness of our core policies and procedures related to the requirements of the Modern Slavery Act 2015, and our other actions to seek to ensure that slavery and human trafficking is not taking place in any of our businesses or supply chains. The KPI's used to measure against will be subject to ongoing review by the Board to ensure their continued effectiveness.

TRAINING ON SLAVERY AND HUMAN TRAFFICKING

We continue to strengthen employee awareness of our stance on slavery and human trafficking. We have improved guidance our suppliers which complements the training created for our own people, so they understand the issues involved, become more aware of the risks, the signs to be vigilant of and how to raise awareness should they see or fear something suspicious.

We believe that improved awareness is one of our most effective methods to reduce the risk of modern slavery and with the help of both our employees and suppliers we aim to ensure that there are no opportunities to hide forced labour within our organisation or our supply chain.

To further spread awareness, we create articles and information briefings for all our personnel to complement the guidance provided to suppliers. In 2023, working in conjunction with an independent third party, we are revising our employee training and awareness programme. We are taking a targeted approach to more detailed training on slavery and human trafficking (by way of workshop training).

This will cover our people involved in our procurement processes and the hiring of staff, especially where this involves the promotion and monitoring of our agency workers. We will also be developing an online training module which will be accessible by all Mitie employees. A number of new KPIs will be introduced as part of the revised training programme.

WHISTELBLOWING

We encourage our people, customers and suppliers to report any concerns about unlawful conduct that they suspect is taking place at work. This includes any concerns regarding the risk of slavery or human trafficking.

Our Whistleblowing Procedure provides our people and our business partners with the ability to report suspected wrongdoing via an independent free hotline service. This service enables concerns to be reported without fear of retaliation in the knowledge that we do not tolerate harassment, victimisation or reprisals against anyone raising a concern in good faith.

Contact details for the service are widely communicated in multiple languages across our business and supply chain and are made available on our website.

In addition, employees who believe that they have come across an instance of modern slavery (or who may be a victim) and who need information and/or guidance on remedy, compensation and justice will be advised of their right to contact the Modern Slavery Helpline and/or other specialist support and assistance providers across the UK.

OUR COMMITMENT

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes Mitie Group plc's slavery and human trafficking statement for the financial year ending 31 March 2023 as approved by the Board of Directors.

Phil Bentley
Chief Executive, Mitie Group plc

27 September 2023