Equality, diversity, and inclusion policy

Purpose and scope

This policy sets out how we uphold inclusion in the workplace. Whilst this applies to all people we employ directly, we will also reference this policy in dealings with our clients, suppliers and other third parties. It applies to all employees, in all our operating countries.

Policy objectives

Our people are what make Mitie great. They come from a wide range of cultures and bring with them an array of experiences; the fresh thinking and passion they bring to work every day is a direct result of that tremendous diversity. Our approach to business is underpinned by a belief that all individuals should be treated fairly and have access to equal opportunities, regardless of their status. To attract, recruit, develop and retain the very best people at all levels, we are committed to respecting and embracing talent and working to support a culture that is inclusive and reflective of our vision and values.

We also look for high levels of inclusion in our suppliers, evidenced through a diverse make-up, and encourage them to adopt similar philosophies in their relationships with their own employees and suppliers.

Our approach is based on three key principles:

Inclusion – we create a working culture where we value the whole person and the experiences they bring to work; everyone has the opportunity to develop in a way that is consistent with our vision and values. Our aim is to be an organisation where people feel involved, respected and connected to our success.

Equality – we promote equality by removing barriers, eliminating discrimination and ensuring equal opportunity and access for all groups of people, both within Mitie and externally among those organisations with whom we have formal relationships.

Diversity – we accept each person as an individual. Our success and competitiveness is built on our ability to embrace diversity – and we believe that everyone should feel valued for their contributions. By working together, we will deliver the best possible solutions for our people, our clients and our business.

Requirements

- No job applicant or employee will receive less favourable treatment on the grounds of sex, race, age, ethnic origin, marital status, pregnancy and maternity, civil partnership status, any gender re-assignment, religion or belief, sexual orientation, disability or part-time/fixed-term work;
- Employees will be protected from discrimination by association;
- Inclusion, equality and diversity will be promoted within the workplace;
- We will contribute to generating similar attitudes to ours, in terms of inclusion, in the wider community. We will also look for similar principles of inclusion when we select and manage relationships with our suppliers;
- Fair and equitable treatment will be the hallmark of every aspect of working life at Mitie, from our written procedures through to every decision we make;
- We will promote a culture where employees recognise the value that an inclusive workforce, evidenced through a diverse make-up, brings to the organisation; and where colleagues and external associates are treated with dignity and respect; and
- We will create an environment where anyone believing they have been subjected to discrimination, victimisation, bullying or harassment in the workplace, is entitled and feels safe to raise such concerns. We are committed to ensuring that the process for dealing with these concerns is straightforward and will be addressed in a compassionate, efficient and timely manner.

Responsibilities

The CEO is responsible for:
- Reviewing, endorsing and achieving this policy's aims.

The PLC Board is responsible for:
- Recognising its role in being accountable for inclusion and increasing awareness of inclusion within the business and will lead by example.

The Chief People Officer is responsible for:
- Administering this policy on behalf of the CEO; and
- Developing and rolling out the supporting strategies and plans to drive continual performance improvement.

The Employee Voice Board is responsible for:
- Ensuring that our policies, processes, procedures support delivery of the inclusion policy;
- Listening to and understanding colleague feedback by identifying key themes, trends and patterns, influencing action on key inclusion issues, and making recommendations to improve policies, processes, procedures and practices; and
- Cascading inclusion lessons learned and sharing best practice across the business.

The HR Team is responsible for:
- Keeping all related processes and procedures under review and monitoring employment practices;
- Measuring, monitoring and benchmarking our demographic profile and reporting trends to both the PLC Board and the Executive Board; and
- Providing relevant advice and supporting managers in championing inclusion across Mitie.

Business Managing Directors are responsible for:
- Ensuring that this policy and supporting strategies and procedures are distributed, implemented and complied with; and
- Leading by example in protecting the Mitie brand and championing knowledge sharing across the businesses.

Managers are responsible for:
- Implementing and enforcing the processes and procedures;
- Ensuring that their people are aware of their responsibilities and receive appropriate training; and
- Addressing any inappropriate behaviour.

Employees are responsible for:
- Carrying out their work in line with this policy and associated processes and procedures;
- Respecting the rights of all Mitie people to work in an environment that is free from prejudice and discrimination;
- 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?
- Greater engagement and productivity of our people who bring their whole selves to the workplace;
- Recognition by external bodies in the form of awards, nominations and accreditations;
- Continual improvement in quantitative and qualitative data trends across the whole organisation and for specific subgroups of employees, such as the Board and senior management population; and
- Improved benchmarking results when examining our performance against other FTSE organisations or when audited by independent external bodies.



Phil Bentley
Chief Executive Officer
Mitie Group PLC

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