

Strategy

In addition to supporting the local communities in which we operate, volunteering helps employees develop their teamwork, negotiation, decision making, problem solving, and communication skills. When volunteering projects are undertaken jointly with clients and supply chain partners, commercial relationships are also enhanced. What's more employees and prospective employees are increasingly attracted to the opportunities offered in employer's volunteering programmes, helping MITIE to retain and appeal to the best talent.

Proposed delivery

Our employer-supported volunteering activity to date has consisted of undertaking four volunteering projects in the community, four environment-related projects and six World of Work events in schools each year. The majority of these projects have been organised by the Corporate Sustainability team with participation by people from across the business and often also include suppliers and clients.

Community volunteering projects have typically supported our seven Regional Charities (e.g. refurbishment of Naomi House's Winchester charity shop and refurbishment of a play area for CLIC Sargent, Bristol), as well as charities more local to some of our contracts, which have also served as team building events. Examples include the landscaping project for the Hop, Skip & Jump Day Centre for children with special needs carried out by colleagues right across MITIE.

Environmental projects have in the main been carried out on client sites and often to commemorate key events e.g. World Environment Day or the UN International Year of Biodiversity.

At least six World of Work/Challenge Day events are run each year, including people from our different divisions, at our Construction Skills Centres or at client schools where we provide contractual services e.g. Aston Manor in Birmingham and Grace Academy in the Midlands. They are highly successful events and operate two main themes; Challenge Days promote environmental awareness while World of Work events promote employability skills and career awareness, typically to Year 10 students.

The total number of volunteer days in 2011 was 507 (400 in 2010).

Stakeholder expectations

Stakeholders of FTSE-listed companies expect an appropriate level of sustainability to be demonstrated through employee volunteering programmes. Volunteering programmes and strategy are more a reflection of an organisation's level of development and sophistication than necessarily its size or capitalisation value.

European Year of Volunteering

2011 is the tenth anniversary of the UN International Year of Volunteers and has also been designated by the European Union as the **European Year of Volunteering** (<http://www.eyv2011.eu/>) with the aim to:

- promote greater global recognition of the contribution of volunteerism to society;
- celebrate volunteer efforts;
- empower people and volunteer organisations; and
- work towards the creation of an enabling environment for volunteering including a volunteering infrastructure in the EU.

European Awards programme

Business in the Community (BITC), in collaboration with leading organisations working in employee volunteering, have developed a European Awards programme running across 23 countries. MITIE has made an excellent start to 2011 by winning both, the UK league of the European Employee Volunteering Awards 2011 under the categories

Innovation and Large Company as well as the overall category for Innovation for the European Employee Volunteering Awards 2011.

Volunteering objectives

Through appropriate volunteering projects our objective is to enhance our commercial relationships and business opportunities and promote MITIE as a desirable place to work and develop.

- to inspire our people to volunteer their skills and time to support communities;
- by example, to encourage our supply chain partners to support communities;
- use volunteering to attract, recruit, retain and engage with our employees; and
- undertake volunteering projects to enhance biodiversity and improve the environment.

Proposed delivery

Enabling all salaried employees to undertake a day's volunteering per year for an appropriate team or individual volunteering project is aspirational, but unlikely in the foreseeable future due to the economic climate, our client commitments and the resource necessary to manage, monitor and evaluate the programme.

We have produced volunteering documentation and continue to offer guidance enabling each of our divisions to finance, manage and fulfil their own volunteering commitments.

Clients and peers may have volunteering programmes where employees are required to undertake a defined number of volunteering days per year linked to development objectives and appraisal targets.

Volunteering-related documents

Documents relating to employee volunteering have been produced to demonstrate accountability and responsibility including;

- Employer supported volunteering policy;
- Employer supported volunteering guide;
- Feedback Questionnaire;
- Community Investment Form.