

Overview

MITIE's sustainability strategy is broader than a simple environmental application. It encompasses our entire Corporate Responsibility (CR) programme and is fully embedded into our core business values. We are committed to the management of a responsible business model that underpins our ethical principles, service delivery and relations with our stakeholders.

Our approach

In line with our corporate strategy drivers (see page 9 of ARA 2011) MITIE has six focus areas for sustainability:

- Looking after our clients properly;
- Operating our contracts smarter;
- Using fewer natural resources;
- Doing more for our clients with less, wherever they are in the world.
- Nurturing our people's talents;
- Enabling our people to work safe and go home safe;

Our seventh corporate strategy driver, acquisitions, has not been incorporated as a separate area of focus since the necessary sustainability considerations are carried out as standard during due diligence and the relevant performance measures applied post integration.

Our sustainability principles are directly linked to our corporate objectives and commercial priorities with clearly defined targets, performance measures and accountabilities. More details are available here and also in our Sustainability Summary, dedicated website www.mitie.com/sustainability2011 and our Annual Report and Accounts.

Performance reporting

MITIE's own estate profile is extensive and diverse in its operation; however, it's important to obtain regular high quality consumption data and analyse this against industry benchmarks to understand our findings and how we are progressing against our ambitious objectives.

We have published in the reports above and in external monitors, our key targets, baselines and current achievements in respect of energy, waste and transport fuel consumption for the three-year period 2010 – 2013.

Our network of passionate volunteers, known as Green Stars, are the environmental eyes and ears of MITIE. They are in place in each of our buildings to promote behavioural change among our people through awareness campaigns and e-communications tools and to alert our technical experts swiftly to any abnormal environmental activity locally.

In addition to this we report our annual CR Index performance as part of our Business in the Community (BITC) engagement and recording our environmental impacts. We also report our employee profile, gender / ethnicity salary profile and community investment; this information is available in our Sustainability Overview and/or microsite www.mitie.com/sustainability2011.

MITIE's performance against targets for the previous 12 months is also highlighted on the microsite to illustrate our previously published commitments and demonstrate our achievements and any outstanding challenges. These are reviewed and where appropriate re-presented for the following term.

Risk management

We have introduced a Sustainability Steering Group which is led by an Executive Director and reports quarterly into MITIE's Executive Board to review our environmental impacts and how climate change may pose a risk to our organisation's performance.

We have a dedicated climate risk register to categorise these risks and ensure these are consolidated into the overall MITIE Group Plc risk register with the appropriate principal controls and mitigation measures and reviewed and considered by the Board.