

At MITIE we're committed to operating a responsible, sustainable business because we believe it's the best way to do business from both a moral and commercial perspective.

We recognise the need for our business and people to make a positive contribution, adding value to the economy, society and the environment in which we operate, beyond fulfilling legal or contractual obligations. For this reason, our sustainability strategy fully embraces our commitment to corporate responsibility and is an integral part of the way we do business.

Our sustainable approach aims to create a balance in the development of opportunities for all its stakeholders; looking after our clients properly, operating our contracts smarter, nurturing our people's talents, enabling our people to go work safe and go home safe, using fewer natural resources and doing more for our clients for less wherever they are in the world.

Responsibility and accountability

Our Chief Executive assumes ultimate accountability for sustainability and is supported by the Executive Board. Support is also provided by our Sustainability Steering Group led by an Executive Board Director and Heads of Property, Fleet Management, Health, Safety and the Environment, Sustainability and Shared Services.

Business integrity and code of ethics

The protection of our reputation and the trust and confidence of our stakeholders are both evidently critical to our success. We adopt the highest ethical standards based on the Ethical Trading Initiative 'Base Code' and Global Compact Principles and as such we don't tolerate any behaviour that is not in accordance with our core values.

Objectives, priorities and KPIs

Our Sustainability strategy, including objectives, targets and performance measures are published in our annual Sustainability Summary and Annual Report & Accounts as well as being accessible on both our intranet and website www.mitie.com/sustainability2011. Sustainability is fully embedded into our business strategy, strengthening the link between our business success and the way we manage non-financial issues including climate change. We have six focus areas for sustainability including:

Looking after our clients properly

We make sure we have the right systems and processes in place to nurture relationships with clients and add the most value possible. This includes a significant contribution to the communities in which we operate through a variety of initiatives including; employee volunteering and sponsorships, as well as MITIE Skills Centres in schools to enhance vocational education and employability prospects. With work experience programme providers and JobCentre Plus, we provide training and employment to disadvantaged members of the community through our multiple award winning Real Apprentice programme.

Operating contracts smarter

We're committed to ensuring our people and as many of our suppliers as possible, understand the commercial impact of operating as efficiently as possible so we can maximise value for all stakeholders. As part of our supplier engagement strategy we are keen to provide opportunities for supported businesses, minority owned and operated businesses and third sector enterprises. We also encourage our suppliers to monitor the sustainability credentials of their own suppliers.

Using fewer natural resources

We recognise that behaviour change and employee engagement lies at the heart of reducing our impact on the environment and how important this is both to our own organisation and that of our external stakeholders, as well as the role they can play in improving it. We have committed to reducing and mitigating our impacts where possible, by utilising environmentally benign material and practices and operating a carbon management strategy to measure, monitor and manage our levels of consumption and wastage across our own building estate. We publicly report our carbon footprint via our annual Sustainability Overview, internet www.mitie.com/sustainability2011 the Carbon Disclosure Project and CR Index from BITC.

Doing more for our clients with less, wherever they are in the world

We are committed to ensuring all our businesses understand our high sustainability standards - including the use of innovative low carbon technologies - so our clients can benefit from them wherever they are in the world.

Nurturing our people's talents

We undertake to have the right talent pipeline to fulfil all the business' future needs. We operate a comprehensive and proactive Human Resources strategy with policies and practices to ensure that all employees are treated in a responsible manner; providing an environment and opportunities to help them reach their full potential and recognise a diverse workforce is not only a fair representation of society but also provides significant benefits. Our commitment to equality and inclusion is demonstrated by our support for Race for Opportunity and Opportunity Now campaigns, a dedicated Equality and Inclusion Manager and an Equality and Diversity Policy.

Enabling people to work safe and go home safe

Ensuring the well-being of our people and by extension our clients, is safeguarded whilst at work so we can all go home safe at the end of the day. A safe and healthy workforce is of paramount importance to MITIE and is led at main board level by the Chief Executive supported by the Group's Head of Health, Safety & Environment and a team of experienced QHSE practitioners. We are continually striving to improve our safety performance and the well-being of our people. Health & Safety related risks are identified, assessed and mitigation measures detailed in our Risk Register.

This policy and all related policies, programmes and KPIs are reviewed by myself at least annually.



Ruby McGregor-Smith
Chief Executive
MITIE Group PLC