



mitie

# Mitie Social Value Report

## 2018/19

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The exceptional, every day.



# A word from our CEO

I find the emphasis placed on social value and mobility by today's most successful organisations particularly heartening. Perhaps it's because I grew up in a home in Yorkshire with no central heating and where, throughout my childhood, we never had foreign holidays. I'm sure these modest beginnings are part of the reason why I still remember receiving my first pay packet aged 14. That first experience of work laid the path to where I am today.

I know that responsible business and job creation have the power to transform lives. At Mitie we have 52,500 colleagues and we are proud to provide employment as well as educational and skills training opportunities to a workforce that includes some 660 apprentices. We have underpinned our commitment to social value in the way we work and what we believe in, most notably:



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We go the extra mile

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Our diversity makes us stronger

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Our customers' business is our business

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Going the extra mile doesn't only mean providing superior service to our valued customers. It encompasses everything we do, from a supportive approach to colleagues to Environmental impact, Social value and responsible Governance (ESG).

And our commitment to diversity demonstrates our inclusive agenda at the very heart of the organisation. We are all different, each bringing valuable stories, skills and insights to the table. That's why we cherish diversity; it has shaped our trajectory as the UK's most dynamic, forward-thinking and sustainable facilities management (FM) company.

Finally, our pledge to make our customers' business our business underpins our commitment to social value. We look after many of the UK's largest and most important companies. They too have their own ambitions – but together we can be their catalyst for change.

Our approach is gaining recognition. We were delighted to be named a 2019 Top Employer by the Top Employer Institute Certification Programme; Mitie was the only FM organisation to qualify. We are also one of the Top 50 Inclusive UK Employers for achievements in inclusion and diversity. Our many environmental accolades include five Green Apple Environment Awards, presented to Mitie's Waste Management division by the Green Organisation.

This report is a celebration of Mitie's achievements in social value, from helping ex-offenders find jobs and leading in diversity to promoting environmental sustainability and supporting the wellbeing of colleagues and clients. Mitie is committed to our people, the communities in which we serve and the world in which we live.

We all have a role to play in creating a brighter future for our people and our planet. Here at Mitie it is yet another example of how we deliver 'the exceptional, every day'.

I commend this report to you.

A handwritten signature in black ink that reads "Phil Bentley". The signature is written in a cursive, slightly stylized font.

Phil Bentley, CEO

# A workforce for good

Here at Mitie we take great pride in our contribution to life in the UK and Ireland. We grit roads in winter and help keep offices cool in summer. We look after a wide variety of people, not only providing nourishing meals to hungry workers, but treating detainees and arrestees with dignity. We know small things matter in the workplace and beyond: thank-yous and decent coffee, for example. We take our responsibility as one of the UK's biggest employers seriously. For us it's not just about dotting i's and crossing t's: we have a responsibility to give back. Over the last two years, we have worked to place social value at the heart of our agenda, and we're partnering many of our clients as they strive to do the same.

We deliver social value under five broad pillars:



This report covers how we do so, celebrating our achievements in social value so far, and laying the groundwork for greater achievements to come.

## Key

Mitie is a proud champion of the United Nations (UN) Development Programme's Sustainable Development Goals (SDGs). Created by the leaders of 193 countries in 2015, the SDGs pursue a better future for everyone. They're undoubtedly ambitious, but then so are we. Throughout the report look out for the following symbols signifying our alignment with the UN's objectives:

## SUSTAINABLE DEVELOPMENT GOALS



Social value and sustainability don't just benefit people and the planet: they make sound business sense. Where activity saves money for Mitie or our customers, we've marked the section with the following £ symbol.



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# Employment

We actively promote skills and employment opportunities.

Education, education, education

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Equality and beyond

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Diversity at Mitie

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A helping hand to employment

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Reducing inequality, increasing mobility

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# Education, education, education

We know education is the foundation upon which a successful, healthy life is built. This is why we engage with young people still at school, with a view to assisting them into employment. Throughout 2018 we coordinated approximately 88 events and 850 volunteering days in over 76 education establishments. During our popular World of Work days, students are guided through the process of taking a product from inception to market. Mitie colleagues volunteer to assist, providing positive business role models and giving students the skills and knowledge to raise their aspirations and broaden their career horizons.

Mitie's apprenticeship strategy continues to evolve and we are partnering with a number of specialist providers to ensure we deliver learning that meets the needs of the individual as well as the business. We have ambitious plans to increase apprenticeships by over 100% and recognise the Government's target of 2.3% apprentices across the workforce, which we intend to exceed.

Mitie also engages with potential apprentices to highlight the benefits of entering the Government-backed scheme. One recent drive saw colleagues from Mitie London Painting (Watford) visit the Capital City Academy in London. They met with pupils from years seven to sixth form to make them aware of the apprenticeships available. A number of students, male and female, expressed an interest in Mitie and what we do. A similar scheme at West Drayton Young People's Centre was equally successful, with several young men and women considering careers in the construction industry.



## In the year up to March 2019...

35 schools and colleges benefited from Mitie events

379 Mitie colleagues volunteered

41 World of Work events were held

3847 students attended

## Apprenticeships

As a major UK employer, Mitie provides a huge variety of apprenticeships and even takes an 'apprentice first' approach to any training. We paid £4m into the Apprenticeship Levy scheme in the financial year 2017/18.

Mitie currently has 660 apprentices working across our portfolio of contracts. They are engaged on a range of technical apprenticeships in engineering, as well as professional apprenticeships in IT, HR and management development. All Mitie apprentices benefit from permanent employment contracts and are fully embedded in business activities to maximise learning.



I came for a week's work experience and enjoyed it so much I wanted to come back again. Getting the apprenticeship was fantastic and although I'm the only girl on the team, I'm loving it."



Laurel Risby, an apprentice electrical engineer who works on our long-established contract with GE Aviation Wales.

## Our commitment to apprentices has secured a number of awards:

Promoting Diversity Employer of the Year,  
Scottish Apprenticeship Awards, 2017

Macro Apprentice Employer of the Year,  
National Apprenticeship Service, 2017

Achievement in Apprenticeship and Skills,  
Premises and Facilities Management Magazine

### Sales Academy

January 2019 marked the beginning of an exciting new era for Mitie's Sales community: the launch of the Mitie Sales Academy. The first cohort of 12 colleagues began a year-long apprenticeship that culminates in Level Four sales certification from the Association of Professional Sales (APS). Considerable effort and investment, including £500,000 of Apprenticeship Levy funding, has gone into the Academy, demonstrating Mitie's dedication to improving our people and ensuring they have the practical and academic skills to thrive. The Sales Academy will be used as a model for further Mitie academies focussed on other areas of the business.

### Springboard

Gather & Gather managing director, Allister Richards, sits on the Board of Springboard UK, a subsidiary of the Springboard Charity, which seeks to relieve poverty and unemployment by developing the potential of disadvantaged young people. At our Springboard Takeover Days we give cookery demonstrations and talks about the benefits of working in the hospitality industry, as well as mentoring for those showing particular promise.

Gather & Gather ambassadors have also taken part in two-day Springboard courses, receiving training in giving talks, demonstrations and advice at schools and events. The scheme has encouraged many bright and aspiring young people to find careers in the catering industry.

### Reaching beyond our shores

Up to 18,000 foreign nationals pass through Mitie's immigration removal centres annually, with an average stay of 50-55 days. We play a vital role not only in enforcing Government immigration policy, but in treating the detainees with dignity and decency ahead of their removal from the UK, or reintegration back into UK society.

In order to smooth the residents' return, Mitie runs a vocational skills and education programme. Detainees can avail of courses in a variety of subjects including:

English as a Second Language

Hairdressing

Cleaning

Cooking

Painting and Decorating

Mitie's commitment to the detainees in its care has been recognised by the prestigious Butler Trust Awards. In March 2018, two of our Care & Custody colleagues, Jackie Smart and Dorothy Coomber, were presented with certificates by HRH, the Princess Royal, after being singled out from over 300 nominations. Jackie, Equality, Diversion and Inclusion Manager at Colnbrook Immigration Removal Centre, Middlesex, was recognised for her support of disabled detainees, as well as those with depression, sleep problems and drug or alcohol dependency. Dorothy, Learning and Regimes Manager at Campsfield House Immigration Removal Centre, Oxfordshire\*, is a passionate advocate of developing detainees' skills. She was recognised for the significant contribution she made towards their mental and emotional wellbeing.

\*Campsfield House closed in May 2019.

# Equality and beyond

Much progress has been made at Mitie in achieving a level playing field for women in the workplace, but we know there is still work to be done.

## Inclusive and diverse

Mitie has a Group-wide Equality, Diversity and Inclusion Policy, stating our commitment to the inclusion and diversity of employees at all levels, regardless of gender, up to and including the Board.

To secure continuous improvement, we set ambitious strategic objectives for 2018 and beyond. Mitie has pledged to increase the number of women entering Science, Technology, Engineering and Maths (STEM) roles by 20%. We have also joined WISE, the campaign for gender balance in science, technology and engineering, from the classroom to the boardroom. The campaign actively supports the attraction, retention and progression of women.

## Supporting working mums and dads!

Mitie is a founding member of Working Forward, a nationwide campaign to make workplaces the best they can be for pregnant women and new parents. This demonstrates our commitment to flexible working, enabling both mums and dads to progress in their careers with all the support they need. In line with these objectives, and in conjunction with our gender equality network (See: Diversity at Mitie), we have reviewed and updated our maternity leave policy to offer enhanced maternity pay of 10 weeks' full pay (up from six weeks at 90%), plus an additional two weeks' salary after returning to work. Mitie is also a charter signatory of Working Mums, stating our commitment to flexible working for parents.

22,000 women work at Mitie

50% of Board members are female\*

11% of our Executive Leadership Team are female\*

24% of our Senior Management Team are female

38% of our workforce are female

...and we'll continue working to improve the gender balance.

\*As at 31 March 2019. These figures show a rise from 36% and a fall from 15% respectively.





# Diversity at Mitie

Diversity and equality go hand in hand. We are proud of Mitie's rich and diverse culture, which in turn creates ideas and insights. Everyone at Mitie has a voice and is treated as an equal. Colleagues are encouraged to contact our CEO with ideas and suggestions via the 'Grill Phil' option on our intranet. Phil personally answers each communication, every day.

In November 2018, we were delighted to take 17th place on the Inclusive Top 50 UK Employers list, the definitive round-up of UK organisations promoting diversity and inclusion. The awarding body recognised our far-reaching efforts to ensure that everyone on our 52,500-strong workforce, which is comprised of 149 different nationalities, feels included and valued. Mitie was the only FM organisation to qualify.

Mitie was also honoured to be the only FM provider certified a 2019 Top Employer by the Top Employer Institute Certification Programme. The award is made to employers who lead the way in forward-thinking, people-first HR practices. Mitie shares the honour with a prestigious list of multinational peers including Santander, Starbucks, DHL and PepsiCo.

## A voice for employees

In line with the UK Corporate Governance Code 2018 and the Financial Reporting Council's Guidance on Board Effectiveness, Mitie appointed Jennifer Duvalier as a non-executive director to oversee Board engagement with the workforce. Jennifer champions the voice of Mitie employees by ensuring the views of the wider workforce are represented at Board discussions. She engages via a number of channels, including back to the floor initiatives, our diversity networks (See: Reducing Inequality, Increasing Mobility) and the Mitie Exceptionals, a diverse employee consulting group nominated because they live Mitie's vision of 'The exceptional, every day'. Jennifer is also a member of the 'You Said: We Did' steering group, which was set up to respond to feedback received through the annual colleague Upload survey.

## We hear you

In April 2018, we launched Upload, a people survey providing the opportunity to feed back on working with Mitie and to make suggestions for improvement. From the results we identified five priority areas: senior leadership visibility, employee brand, empowerment and autonomy, reward and recognition and enabling infrastructure.

The survey was relaunched in March 2019 to measure progress. Following our improvements and our 'You said: We Did' campaign, we have seen employee engagement rise by 12%, perceptions of leadership improve by 17% and employee brand improve by 12%. Listening to our people led to the introduction of the following initiatives in 2018:

Nine executive roadshow conferences during which 2,000 employees were engaged and encouraged to pursue the exceptional, every day

Launch of Feel Good Fridays, an employee recognition scheme

Relaunch of Mitie Stars recognition scheme

Launch of long service awards to recognise one, five, 10, 20, 30, 40 and 50 years' service

£1.5million investment in IT improvements

Enhanced maternity pay policy

New directory of contact details for Mitie's 100 most senior leaders

'Back to the floor' scheme allowing our Group Leadership Team (GLT) to get to grips with what our front-line people experience every day.

10 REDUCED INEQUALITIES



## Diversity in numbers

52,500 Mitie employees

149 nationalities

20% of employees are from an ethnic minority

38% of employees are female

44 is the average Mitie employee age

13.8% of employees are over 60

# A helping hand to employment

At Mitie we recognise the importance of job creation and helping people on to the career ladder to combat poverty. We look after our 52,500 employees with fair wages and numerous additional benefits (See: Giving Poverty the Push). Mitie is also committed to recruiting local colleagues to reduce travel time and carbon footprints, while benefitting the local economy through lowering unemployment. As a major UK employer, Mitie made net tax payments of £529.3million during the year ended 31 March 2019. This comprised:

£228.2million VAT

£214.9million payroll taxes

£88million National Insurance

Net of a £5million corporation tax refund, which was received as a consequence of adjustments to prior year accounts processed in FY18.

Mitie's commitment to decent work and economic growth goes even further. For those who require extra help to get on the jobs ladder, we conduct a range of initiatives.

## An award-winning scheme

Since 2013, the Mitie Foundation, a charity funded by Mitie Plc, has supported a variety of candidates with perceived barriers to employment, concentrating on three focus areas: Enterprise, Education and Employability. The charity's award-winning Ready2Work scheme accepts people from all backgrounds including recently settled refugees, the disabled, ex-military and other groups that may be difficult to reach. The programme consists of a preparatory pre-placement week, followed by seven weeks' work experience, after which job offers may be made by Mitie or one of our clients.

The figures speak for themselves:

18 Ready2Work programmes

152 candidates have accessed on-the-job work experience

110 candidates have obtained a job offer

That's a 72% success rate. Three out of four participants get a job.

**8** DECENT WORK AND ECONOMIC GROWTH



## Thinking outside the box

We are also firm believers in providing opportunities for members of society with work skills who have been overlooked. Our Think Differently campaign is run collaboratively between wider Mitie businesses and disability organisations such as Remploy. The scheme provides work experience, training and mentoring for disabled candidates, as well as disability awareness training for hiring managers.

Each Think Differently programme lasts approximately 12 weeks, after which participants are offered a guaranteed job interview. Hiring managers have access to funding to support sustained employment for the successful candidates. This not only helps candidates with barriers to employment but reduces unconscious bias towards hiring people with disabilities.

Jason is a recent Think Differently success story. Despite debilitating agoraphobia, during Think Differently he completed an NVQ Level 2 in Business Administration. We were pleased to follow this with a job offer and Jason began work as a Mitie payroll and administration assistant.

## Ex-offenders

Mitie supports harnessing the skills of ex-prisoners while simultaneously assisting their re-entry to society. We do so via Mitie Foundation Dragons' Den-style Business Challenge Days, held in UK prisons throughout the year. So far we have conducted 43 such events inside 36 institutions, securing guaranteed Mitie job interviews for all participants upon their release.

Over 1,300 men and women with convictions have taken part in our Business Challenge Days, and gone on to be introduced to 520 hiring managers with a very real chance of employment.

It costs an average of **£37,543** to keep an offender in prison for a year in England and Wales.

## Ex-military

We know from experience that those who have served in the armed forces bring something special to the workplace. Typically their loyalty, team spirit and ability to cope under pressure make them ideal employees. Mitie is committed to helping veterans reach their full potential and supports a number of related initiatives.

In July 2019 we launched a dedicated armed forces careers portal for those with a military background to explore potential career opportunities at Mitie. We also formed the Armed Forces Network, a support group for employees who are veterans, reservists or family members of people in the forces.

Since December 2016, Mitie has been a Bronze award signatory to the Armed Forces Covenant, demonstrating our recognition of the value of serving and reservist personnel, veterans and military families. Consequently, Mitie has pledged to provide appropriate support to such personnel before and after a change of career, as well as flexibility to reservists employed within the organisation, who we strive to grant an extra five days' unpaid leave for training.

Mitie Care & Custody is also an Armed Forces Covenant Bronze award holder and works with a relationship manager at the Ministry of Defence (MOD). All Care & Custody vacancies are advertised on the Career Transition Partnership website, the official jobs portal for armed forces leavers.

Care & Custody has a collaborative manning agreement with the Military Provost Staff, the British Army's specialists in custody and detection, and advertises reservist opportunities within the regiment. The arrangement is still in its infancy, but in future reservists will be posted to areas of conflict from which many of our immigration removal centre detainees originate.

Our team members will gain first-hand experience of the environment detainees have encountered, increasing understanding and empathy, as well as leadership skills in hostile situations. The scheme is aimed at influencing training and operational delivery to continuously improve our service to the Home Office.

Mitie recognises the challenges faced by military veterans who have been impacted by traumatic events in service. Ex-forces colleagues who are identified as requiring additional help are directed to Veterans' Gateway, an organisation providing information, advice and support.

On a number of healthcare contracts, Care & Custody has started logging the number of ex-forces personnel arrested and brought to custody suites. This information will be shared with the MOD and police forces to shape necessary support and ultimately reduce offending.

Care & Custody manager, Nigel Seaman, is a former serviceman who lives with post-traumatic stress disorder (PTSD). He attended a residential course run by the charity Combat Stress, which included a family and employer engagement day. A representative of Care & Custody participated to support our colleague and learn more about how to assist during difficult episodes.

## Supporting the switch to civilian life

Ex-military personnel are welcomed on both our Ready2Work and Think Differently schemes. In November 2018, a specially-organised Think Differently Edinburgh Employers' Engagement Day saw a number of armed service leavers being introduced to hiring managers from Mitie and some of our most valued clients. The aim was to secure candidates the offer of work experience, with the possibility of a job after four weeks. The Scottish Parliament, Scottish Government, Police Scotland, the Scottish Fire and Rescue Service, Lloyds Bank, Scottish Widows and Sky were just some of the organisations to participate. Four participants received job offers.

After the Think Differently Edinburgh Employers Engagement Day, Yvonne Harper, from the Scottish Widows Insurance and Wealth Customer Delivery (IWCD) Learning, Recruitment and Development Team said: "I can't put into words how fantastic your support of these ex-service men and women is!"

For more information on how Mitie supports veterans, reservists and families of the armed forces visit [www.mitie.com/armedforces](http://www.mitie.com/armedforces).

## During the financial year 2018/19...

**£320,927** - donated to charities by Mitie

**379** - Mitie employees volunteered

**£500,474** - total of Mitie's community investment

## An end to human trafficking

In its SDGs the UN states: 'We can eradicate forced labour, slavery and human trafficking.' Mitie welcomed the Modern Slavery Act 2015 and the provisions within Section 54 covering supply chain transparency in the Home Office guide. We will not tolerate human trafficking, slavery or forced labour of any type. Our statement on slavery and human trafficking is available at [www.mitie.com/sustainability/modern-slavery-act](http://www.mitie.com/sustainability/modern-slavery-act). (See also Supplier Aware)

## Well Grounded

Gather & Gather has been working with social enterprise Well Grounded to help a broad spectrum of young Londoners into work as baristas. In late 2017, this included a cohort of nine trainees, who attended a full-time, four-week course at Well Grounded's East London academy. Upon training completion, the nine were given four weeks' work experience with Gather & Gather. After graduating, the baristas took up positions across London.

Zak Osman was a Well Grounded graduate who came to work at our new headquarters in the Shard. Popular with colleagues and customers alike, Zak has since become something of a Mitie celebrity, featuring in a number of corporate videos and internal communications.

Zak said: "The Well Grounded scheme was really good for me because I can now indulge my passion for great coffee at work. I'm so glad I got involved and came to work for Mitie."

With five other graduates still in the business, Mitie continues to work with Well Grounded to assist those who have struggled to find employment. The second cohort of 10 Well Grounded baristas began training in February 2019.



# Reducing inequality, increasing mobility

We support policies that create opportunities for everyone, regardless of who they are or where they come from. With 149 different nationalities represented on our workforce, we're proud Mitie is a place where everyone can feel at home.

As at 5 April 2018, Mitie Group had a mean average gender pay gap of 13.8%, which was lower than the 16.0% gap reported on 5 April 2017. The mean bonus gap was 47.3%, which was considerably lower than the 71.0% reported in 2017.

Mitie was placed in the top three companies showing the biggest improvement in their gender pay gaps. We have made a number of significant changes to reduce the gap further, which include introducing a new people system to enable better gender and job level reporting, enhancing our maternity pay offering and setting the strategic objective to increase the number of women entering science, technology, engineering and mathematics (STEM) roles. While our gap has improved, we recognise that we still have work to do.

## Recruit, motivate, develop

Mitie's Board ensures the Group's employment practices and policies are designed to recruit, engage, develop and retain the very best people. The Board recognises that this can be achieved only through offering equal opportunities regardless of gender, race, religion, age, disability, sexual orientation or any other aspect of diversity.

Mitie's employee diversity network strategy was agreed in January 2018, with executive network sponsors elected to support and champion the following minority groups in our workforce:

**Disability awareness and support** – Enable network sponsored by Simon Venn, MD Professional Services.

**Gender equality** – Engender network sponsored by Carlo Alloni, MD Engineering Services

**Age awareness** - Generations network sponsored by Peter Dickinson, General Counsel and Company Secretary

**Ethnic minorities, particularly BAME (Black, Asian and Minority Ethnic)** - Chord network sponsored by Jason Towse, MD Soft Services

**LGBTQ awareness** – Proud To Be network sponsored by Allister Richards, MD Gather & Gather

The networks formally relaunched in Q1 2018-19 to champion diverse policies and practices and to support our aim to create a workplace where everyone feels included and valued, thus shaping a sustainable business that will thrive and grow.

Each network liaises closely with HR to advise on enhancements to key policies including maternity and parental leave, transgender integration and disability.

## Caring for all

At our immigration removal centres (IRCs), Mitie Care & Custody works hard to prepare detainees for life after resettlement abroad or reintroduction into UK society. We know the opportunities they are given can make all the difference to their social mobility. Detainees can avail of workshops in employability skills and welfare and they are also provided with assistance in financial matters, contacting family and friends, completing forms, applications and further information.

Mitie appreciates the role third party organisations play in assisting with the social mobility of the detainees in our care. Some of the partner organisations to assist at Mitie's IRCs include:

**Jesuit Refugee Service:** A Catholic charity dedicated to accompanying and assisting refugees and forced migrants in the UK. They provide regular visitors spiritual guidance and emotional support.

**Detention Action:** Emotional support and practical help in person or over the phone.

**Bail for Immigration Detainees:** An independent charity that offers free legal advice sessions and bail workshops, and has a telephone helpline.

10 REDUCED INEQUALITIES





# Responsibility

We conduct business responsibly and have a supported supply chain.

Supplier aware

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Doing business right

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Working together

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A fair deal

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# Supplier aware

We are committed to ensuring a responsible supply chain. We work with all suppliers to ensure adherence to our code of conduct, including modern slavery and human trafficking, safety and sustainability objectives and our vetting standards.

During the financial year 2018/19 we procured from 7,500 suppliers and from this pool 120 were selected to take part in a social auditing exercise. The programme touched on collaborating with other organisations and included training for some of our preferred suppliers. Participants also collaborated with the Home Office on writing a modern slavery case study. The document determined that Mitie actively promotes safe and fair working conditions by ensuring all suppliers comply with our code of conduct, our on-boarding procedures and all legal requirements. Modern slavery is considered at the following stages of the procurement process:

Tender evaluation

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Contract award

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Contract management

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Contract review.

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Suppliers to Mitie are required to:

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Have a policy covering slavery

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Submit to auditing of business locations

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Audit their suppliers

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Report to Mitie on actions taken to prevent modern slavery.

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## Supporting SMEs

Mitie recognises the value of SMEs, which make up around 90% of our supply base. Our fair and ethical procurement procedure welcomes approaches from all businesses, from sole traders to SMEs and multinationals. All potential partners can register interest via Mitie's Supplier Sourcing online portal. They are treated fairly and can be assured Mitie selects suppliers solely because we deem them to be the right fit. We are also a signatory to the Prompt Payment Code (PPC), which sets standards for payment practices and best practice.

10 REDUCED INEQUALITIES



# Doing business right

Business has an important role to play in creating a sustainable world where everyone enjoys good quality of life. In keeping with our aspirations, we work hard to do right by our colleagues, business partners and the wider community.

## A better deal on pay

We want to ensure our employees feel valued and engaged: something in which wages play an important role. To this end, in November 2018 a project team was assembled to explore how Mitie could work with the Living Wage Foundation (LWF) to improve payment for those on an hourly rate. Mitie is working towards LWF Recognised Service Provider status. During any bidding process Mitie will bid on the basis of paying the Real Living Wage of £10.55ph in London and £9ph in the rest of the UK. We will only bid on the basis of paying the minimum wage of £7.38ph for 21s and older; and £7.83 for 25s and older; if the prospective client rules out the Real Living Wage. In addition, as an LWF Recognised Service Provider; Mitie will commit to paying the Real Living Wage for everyone in a head office role, or in a core function across the business.

## Chalking up successful schools

Mitie is a leading specialist in delivering FM in Public Private Partnerships (PPP). We are part of a consortium that demolished previous aging educational facilities before designing, financing, rebuilding and maintaining the new schools. We know good schools are an integral part of thriving communities and today Mitie PFI provides FM to approximately 100 educational establishments around the UK.

A range of additional initiatives augment Mitie PFI's offering, including World of Work pupil experience days, fun eco assemblies about the threat of climate change, and FM careers events.

PFI account director, Steve Almond, says: "I am incredibly proud of our driven and multi-skilled teams, who are passionate and committed to providing first-class educational environments in partnership with our clients in a responsible and sustainable way."

## Sending criminals packing

Mindful of the UK's stretched police forces, on occasion Mitie assembles 'crime packs' to assist the prosecution of individuals targeting our clients. With several ex-police colleagues working to assemble the necessary evidence, the packs are a huge help in achieving a conviction. Our success for one client during 2018 is particularly impressive:

£2,779,298 prevented loss in relation to Organised Crime Groups (OCGs)

5,299 offenders detained

28 OCGs disbanded, with average prevented loss value per OCG running at just under £100,000

52 custodial sentences, totalling 48 years

11 SUSTAINABLE CITIES AND COMMUNITIES



# Working together

More than half the world's population lives in cities, with the figure expected to rise to two thirds by the end of 2050. We aspire to town and cities that are inclusive, safe, resilient and sustainable. We therefore partner many organisations to benefit the lives of people in the local area.

## Our work in Cumbria

Since 1999, we have partnered with the Cumbrian Collaboration, including Sellafield Limited, Direct Rail Services, Nuclear Decommissioning Authority, Low Level Waste Repository and International Nuclear Services. Over the past ten years, as a responsible partner, we have promoted recycling and improved our client's energy efficiency. As one of the largest employers in West Cumbria, we have a deep relationship with the community and make a substantial contribution to the local economy. Our investment includes:

An apprenticeship scheme

Training and partnership with Lakes College, Workington

Training and workshops in local schools

Sponsorship of Whitehaven school's rugby team

Installation of an air conditioning unit in the A&E department of West Cumberland Hospital

These are exciting times for Mitie in West Cumbria, and if our contract is extended, we have ambitious plans to invest further. We are proud to be playing our part in creating thriving towns and cities, which both respect the environment and allow communities to flourish

## Cooperating with Co-op

Co-op is one of Mitie's largest clients and runs 18 academies across the North of England through the Co-op Academies Trust. The scheme aims to, 'empower teachers and young people to work together for a better education and a better community.' Mitie is supportive of the academies and the drive to help young people into work. We have pledged to partner Co-op Academies via World of Work days that introduce students to careers in FM. Together with Co-op FM and their Academies Trust team, we are finalising the initiative, which will also offer work experience and an apprenticeship with a job at its conclusion.

## A helping hand in the capital

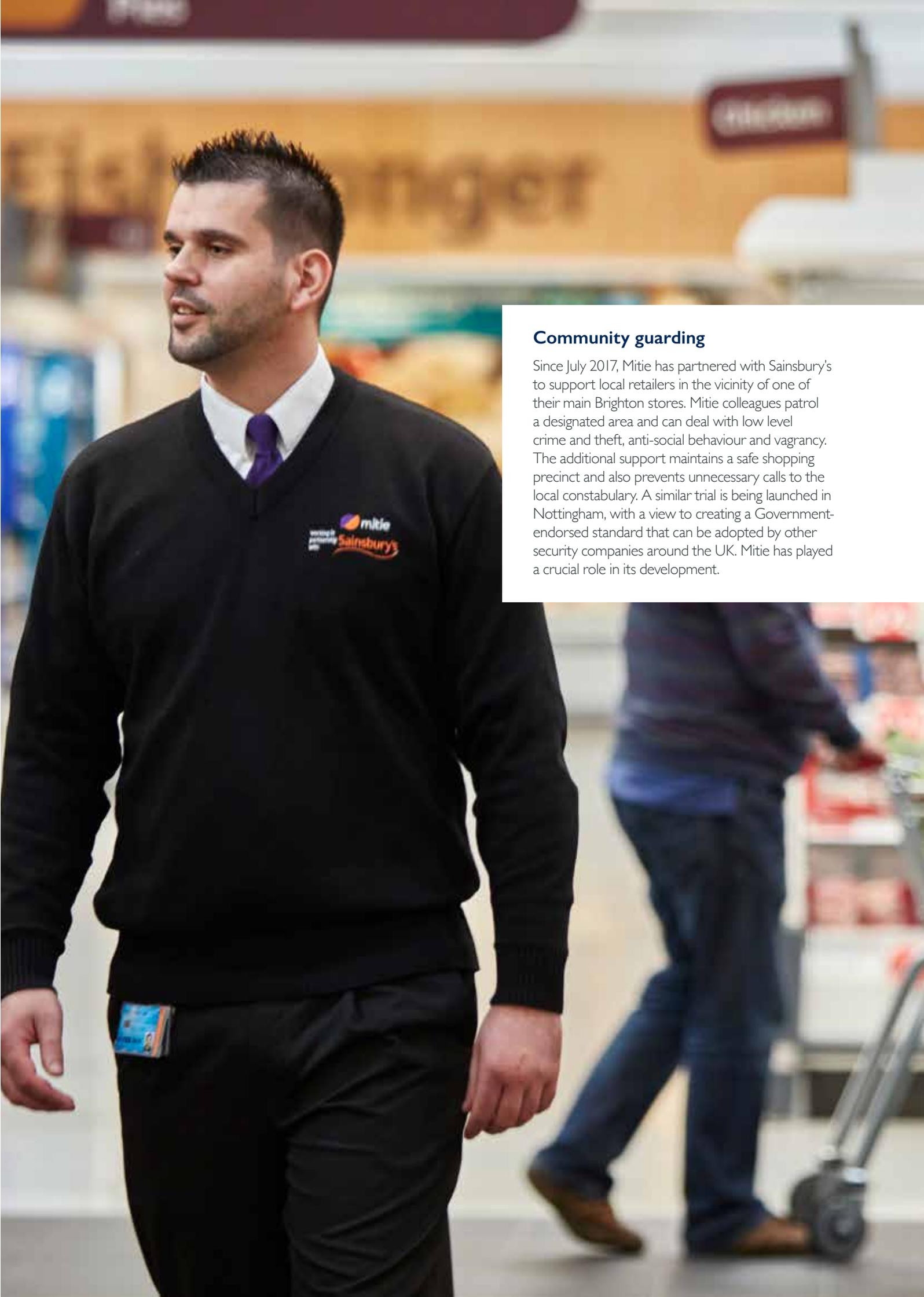
Mitie Painting has worked with London & Quadrant Housing Association since 2012, providing cyclical redecoration and repairs to housing across London and Essex. While redecorating the Beaumont Estate in Leyton, the team recognised the local Community Centre was in need of a lick of paint. As part of Mitie's policy of contributing to the communities in which we work, as well as creating safe, inclusive settlements, we gifted a full internal and external redecoration of the complex.

11 SUSTAINABLE CITIES AND COMMUNITIES



The Centre is at the heart of the local community and provides a safe place for people to socialise and feel cohesion together. It is a sanctuary for some of the most vulnerable people in the area and with the new makeover it looks and feels fresh, warm and welcoming."

Linda Bleach, Centre manager



## Community guarding

Since July 2017, Mitie has partnered with Sainsbury's to support local retailers in the vicinity of one of their main Brighton stores. Mitie colleagues patrol a designated area and can deal with low level crime and theft, anti-social behaviour and vagrancy. The additional support maintains a safe shopping precinct and also prevents unnecessary calls to the local constabulary. A similar trial is being launched in Nottingham, with a view to creating a Government-endorsed standard that can be adopted by other security companies around the UK. Mitie has played a crucial role in its development.

# A fair deal

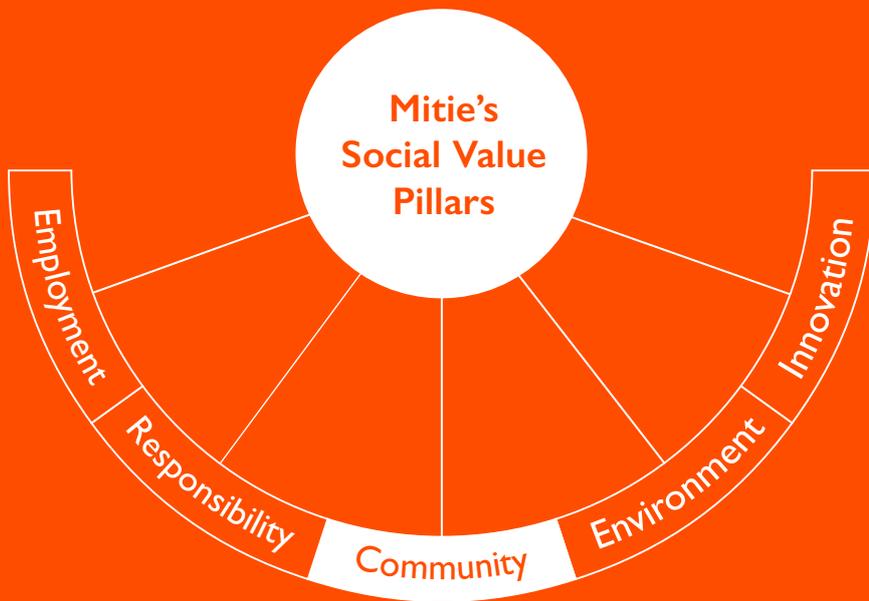
As a responsible corporate citizen, we realise our responsibilities extend beyond these shores. That's why our catering arm, Gather & Gather, recently launched its new premium coffee, Camino, sourced from small plantations in the hills of Jaen Province, Peru. The beans are hand-roasted in East London by award-winning artisan roaster, Union Hand-Roasted Coffee.

Besides being paid a fair price to support themselves and their families, the coffee farmers benefit from sustainable development assistance. Naturally the wider community benefits too. Over time the scheme will lead to improved incomes and opportunities for better housing, education and healthcare. Sustainability is a key part of the process; even the coffee waste product, chaff, gets used as bedding for dairy cattle in the winter months. Soiled bedding can be composted with manure to use as fertiliser.

Managing Director, Gather & Gather, Allister Richards said: "Gather & Gather's genuine love for great coffee and understanding of café culture is central to our reputation as one of the UK and Ireland's most exciting workplace caterers. With the launch of Camino, we are simply giving our customers what they want - great taste, specialty-grade quality, and sustainable sourcing - all in one cup. As a responsible business, Gather & Gather's investment into the Jaen community will ensure that the Camino farmers, and their communities, will benefit from our long-term support."

11 SUSTAINABLE CITIES AND COMMUNITIES





# Community

We are an active part of the communities in which we operate.

Putting an end to poverty

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...and halting hunger

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Work good, feel good

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Fair and just

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# Putting an end to poverty

More than 800million people around the world live on less than 95p a day. That's the equivalent of the entire population of Europe existing in extreme poverty. Mitie is committed to helping end such poverty for good.

Some 19,000 Mitie colleagues and their families also have access to the hugely popular online Mideals reward gateway. By signing up, they gain exclusive access to deals for everything from grocery shopping at Asda, Sainsbury's and Tesco, to discounted Cineworld cinema tickets, holidays with Thomas Cook and TUI, and offers from other major retailers like B&Q and Moonpig. Between September 2017 and September 2018, Mitie users spent £4.3m via the gateway, resulting in savings of £411,100. Thanks to Mideals, Mitie employees and their families can make their household budget go that little bit further.

1 NO POVERTY



## Financial wellbeing

As a major UK employer of 52,500 people, Mitie pays all personnel fair wages for the job at hand. In December 2017 we launched an employee payroll-based loan scheme in partnership with the highly regarded financial wellbeing firm, Salary Finance. The initiative provides education and support to improve the finances of Mitie colleagues. To date, more than 1,400 Mitie employees have benefitted from a Salary Finance loan averaging £2,200, and with estimated savings per employee of £500.

## mideals

Rewarding our people

From discounts on dining and entertainment to cashback on electronics and groceries, there are lots of fantastic offers exclusively available to you as a Mitie employee on mideals!

Mideals is a discount platform that gives you quick and easy access to savings at hundreds of retailers. Even better, the programme comes with a handy app that you can download to your mobile for access to your discounts and savings on the go.

These benefits are available to all Mitie colleagues and you can also share the offers you see online with your family.



With the SmartSpending app you won't miss out on offers on those unplanned shops and experiences. Search for the SmartSpending app in the app store on your Apple or Android device for quick access to instant vouchers, reloadable cards and amazing cashback offers.

Your log in details will be the same as your online mideals account.

To sign up for an account:



Go to [www.mideals.rewardgateway.co.uk](http://www.mideals.rewardgateway.co.uk) or scan the QR code below



Insert your National Insurance number and date of birth



Use a memorable email address and password



Your account will be verified to ensure you are a Mitie colleague, and then you will be granted access to 1000's of offers.

So, what are you waiting for?

Scan the code or go straight to the registration page at [www.mideals.rewardgateway.co.uk](http://www.mideals.rewardgateway.co.uk) today and start saving!



[www.mideals.rewardgateway.co.uk](http://www.mideals.rewardgateway.co.uk)



Currys PC World  
**Save 8%**



Debenhams  
**Save 10%**



EE Mobile  
**Save 20%**



Pizza Express  
**Save 10%**



Halfords  
**Save 10%**



Nike  
**Save 10%**



M&S  
**Save 7%**



mideals  
**discount delights**



buyagift  
**Save 23%**



Empire Cinemas  
Tickets from  
**£5.25**



Ikea  
**Save 5%**



B&Q  
**Save 6%**



John Lewis  
**Save 5%**



Vue Cinemas  
Tickets from  
**£6.40**

# ...and halting hunger

Mitie's efforts to end poverty via fair wages and by supporting small farmers will naturally also help to reduce hunger. We are also engaged in a number of anti-hunger initiatives.

Mitie's Care & Custody division is mindful of hunger among the people who pass through the Staffordshire Police Northern Area custody facility in Stoke-on-Trent. Anyone who has committed a low level crime, or who is struggling financially and has a chronic condition that could be impacted by malnourishment, can be issued local foodbank vouchers. The mental health team may also flag up vulnerable people they feel will benefit from vouchers to buy food.

Gather & Gather supports the homeless charity Crisis with food workshops, demonstrations and talks for those hoping to return to work in the catering industry.

2 ZERO HUNGER



# Work good, feel good



Mitie's people are Mitie's strength, which is why wellbeing is a vital component of our Employee Value Proposition (EVP). We take our responsibility towards our 52,500 colleagues seriously. Everyone benefits from fair salaries and holiday allowances. Besides providing the basics, we promote wellbeing through a variety of initiatives.

## Employee Assistance Programme (EAP)

There are times when everyone needs a listening ear. Mitie offers a confidential helpline manned by qualified professionals, who provide advice on everything from financial worries to mental and physical health. The EAP offers:

- 24/7/365 access to telephone counsellors

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- Manager support helpline

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- Post-trauma critical incident support

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- Legal, debt and practical life management helpline

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- Online self-help EAP portal

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- HR referral for structured counselling: by telephone, face-to-face or online

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## Tech-enabled awareness

As a next generation FM company, Mitie recognises the positive role technology can play in promoting workforce wellbeing. At the core of this is our Learning Hub, an online portal through which employees can access courses that are key to wellbeing, as well as career development. As it's cloud-based and can be accessed on any device connected to the internet, colleagues can avail of wellbeing-related content at a time and place that suits them. Modules available include Healthy Living and Dealing With Stress.

**40,000** Learning Hub course completions in the five months since launch

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**2,500** instructor-led courses: Equality and Diversity is among the most popular

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**900** Learning Hub activities available, ranging from documents and infographics to eight-hour courses

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We also regularly use Mitie's intranet to publicise wellbeing-related news and events. In support of the mental health awareness drive Time to Talk Day 2019, informative articles were published online. Employees were also directed towards mental health-focussed modules on Learning Hub. As part of the 2018 Mental Health Awareness Week we ran a series of articles about stress in the workplace and colleagues from across Mitie were invited to attend a series of expert talks in our Shard headquarters. These included Mindfulness and Psychological Wellbeing in the Workplace, Nutrition in the Workplace and Physical Activity in the Workplace.

Our Connected Workplace solution (See: Tomorrow's World Today) uses technology to create better work environments for our people and our clients by measuring and controlling key environmental conditions such as temperature, CO<sub>2</sub> and light levels. But this is just the beginning. In future we will help companies deploy technologies that improve posture and reduce sedentarism, providing safer and more comfortable physical spaces. Mitie is truly embracing technology and the boundless opportunities it offers to positively impact wellbeing for clients and colleagues.

**3** GOOD HEALTH AND WELL-BEING



## QHSE (Quality, Health, Safety and Environment) and LiveSafe

Alongside wellbeing, QHSE is vital to our business and we are constantly striving to develop a zero harm workplace. The Mitie Business Management System (BMS) is certified to ISO 9001 (Quality Management), ISO 14001 (Environment Management) and OHSAS (Occupational Health and Safety Management) standards, ensuring robust and effective policies, processes and procedures.

Coordinated by Mitie's QHSE team, our LiveSafe scheme launched at the end of 2018 with a view to achieving zero harm in the workplace. Via posters, emails and online articles, people throughout the business were informed of the five LiveSafe principles:

All injuries and occupational illnesses are preventable

Everyone is responsible for safety

Safety is a condition of employment

Everyone has the right to challenge anyone

Never think you can't keep improving

Extensive supporting collateral is available on the designated LiveSafe intranet page, while a series of LiveSafe workshops have been rolled out across the country. The huge scope of LiveSafe demonstrates Mitie's commitment to health and wellbeing.



## Cycle to Work

Mitie's Cycle to Work scheme gives colleagues the chance to make savings on their bike, stay fit and healthy getting to work and cut the carbon emissions associated with most other forms of transport. Participants effectively hire their bike from Mitie interest-free for 12 months, while also making attractive tax and national insurance savings. The bike package is usually £1000, including accessories, and typically saves our people 25-40%.

## Mitie Stars

We recognise that people are our greatest assets and that to retain the best talent, organisations must strive to create a healthy, happy and engaged workforce. For this reason, one of Mitie's key priorities is Reward and Recognition. The Mitie Stars scheme is our way of thanking those who have gone above and beyond for clients and / or colleagues. Nominations can be made on the Mitie intranet and each year one colleague wins a prize valued up to £10,000. By engaging and thanking our people, we're helping to make Mitie a great place to work.

## Occupational Health

Ill health can be stressful, and an extended period of absence from work can make things feel even worse. For employees requiring extra support while they deal with illness, Mitie has partnered with a leading occupational health provider. Mitie is also reviewing its Group occupational health strategy to ensure colleagues continue to receive the best support while they face the ups and downs of life.

## Sustainability end-to-end

The workplace is no longer just a place of work: it is the embodiment of an organisation's brand and culture, contributing to creativity and engagement as much as to individual wellbeing. With this in mind, Mitie's new headquarters in the Shard were created to enhance the wellbeing of everyone using them. Besides being flooded with natural light and ventilated with fresh air, the 30,000sqft premises boast spacious individual and collaborative workspaces. Two immersive regeneration pods offer a 15-minute period of rest and recuperation in a tech-free environment. The brief break refocuses the mind, increasing wellbeing and efficiency.

The Shard was specifically chosen for Mitie's HQ because it aligned with our sustainability ethos. Designed by 'starchitect' Renzo Piano, the striking landmark on the London skyline achieved a highly regarded BREEAM rating of 'Excellent' for its low carbon design and projected 30% energy saving when compared to similarly tall buildings. Mitie's move to the Shard is a key factor in achieving the 35% reduction in carbon emissions to which we committed in 2010 (See: Environmentally Aware). We have also been certified and work to ISO 14001, the internationally-recognised management framework that demonstrates our commitment to reducing our impact on the environment.

## Keeping it clean

A pristine environment has a positive impact on wellbeing and at Mitie we take pride in creating clean spaces for colleagues, clients and their customers, always with a careful eye on sustainability.

We reduce the use of cleaning chemicals through various forms of Smart Water (ionised, deionised and ozone-infused), together with micro-fibre cleaning equipment. These methods are chemical-free, yet hugely effective at removing bacteria, grit and grime. Their use prevents millions of litres of toxic cleaning chemicals ending up in landfill, ground water, streams and rivers.

Where chemicals must be used, we use super-concentrates. With all but essential water removed, packaging is reduced along with weight, as well as the volume of transport required for delivery. This keeps our carbon footprint to a minimum.

## You are what you eat

Things really haven't changed since Napoleon declared an army marches on its stomach. From the battlefield to the modern work environment, great food and drink can drive productivity, improve morale and maximise competitive edge.

At Gather & Gather we grill and steam as much of what we cook as possible and use low fat oil for frying. We support Public Health England's nutrition initiatives, including childhood obesity and calorie, sugar and salt reduction programmes. We also back Government recommendations that free sugars should make up no more than 5% of energy intake each day, and the limiting of daily salt intake to no more than 6g. We strive to assist customers in achieving these healthy targets through recipe reformulation, product sourcing and menu development.

Gather & Gather also runs the Live Well scheme, designed to help our clients' people and our colleagues make informed food choices to support wellbeing. Using specialised Saffron software, detailed nutritional labels can be produced for each recipe. Live Well-branded leaflets, cards and posters on topics such as portion control, snacking and eating five-a-day ensure the workforce is updated with relevant nutrition information.

## The Gathered Table

To reimagine workplace dining, Gather & Gather recently launched The Gathered Table. This collaboration is working to create delicious, healthy menus that promote wellbeing while still allowing diners to enjoy the pleasure of good food at work. Contributors include Dr Rupy Ajula, a dedicated foodie and NHS GP who not only champions a diet-based approach to health, but is creating the UK's first 'Culinary Medicine' course with the Royal College of General Practice. Dr Ajula is joined by Michelin-starred chef, Ollie Dabbous, tech entrepreneur Michael Rolph and representatives of the Sustainable Restaurant Association (SRA) to support our drive to improve food and wellbeing in the workplace.

In one year of Gather & Gather working with a major telecoms organisation, sales of healthier snacks rose by 14%, with calorie-controlled meals accounting for 35% of total meal sales.

## Wellbeing consultancy

All Mitie colleagues benefit from wellbeing initiatives, but we're keen to spread the benefits beyond our workforce. Our in-house experts can assist other organisations to implement a service spanning the full wellbeing spectrum via six core concepts: Air, Water, Nutrition, Fitness, Comfort and Mind. Partnering with academics from Sheffield Hallam University and the University of Liverpool, Mitie's wellbeing consultancy utilises the latest technology, research and behavioural change theories to produce an effective wellbeing strategy.

The WELL Building Standard is a global, performance-based model designed to enhance and optimise health and wellbeing. Mitie employs two WELL-Accredited Professionals (WELL APs) who can advise clients through the certification process to improve wellbeing through the built environment.



**59%** of engaged employees say work brings out their most creative ideas, while only **3%** of the disengaged agree.

**67%** of engaged employees advocate their organisations, with only **3%** of the disengaged doing the same.

Engaged employees take **2.7** sick days per year, while those considered disengaged take **6.2**.

Engaged employees are **87%** less likely to leave an organisation than the disengaged.

**Source: Gallup**

Among our team of approximately 2,500 Care & Custody employees, Mitie employs several Forensic Medical Examiners (FMEs), who service over 50 police custody facilities in England and Wales. Custody suite service users have access to a dedicated healthcare professional 24/7/365.

Our Cleveland Police Care & Custody medical team operates as the only custody suite in the country with four nurses trained to Faculty of Forensic and Legal Medicine (FFLM) standards. Being dual-trained means they can manage Sexual Assault Referral Centres (SARC) across the county, operating as sexual offence examiners while covering the wider scope of services required by the client.

### Expert care for all

Our approach to supporting good health and wellbeing is evident throughout the business. For over 20 years Mitie's Healthcare Services has worked with hospitals, doctors' surgeries, local authorities and private sector providers to improve people care and create clean and safe environments for patients, colleagues and visitors alike.

Mitie Care & Custody looks after adults in environments including prisons, immigration removal centres and police custody suites across the UK. The range of services on offer is equitable to what patients would expect from their local health service.



In accordance with the Police and Crime Commissioner for Cleveland, Mitie Care & Custody provide custodial and medical services to Cleveland Police. They work with solicitors, Immigration Services and Detention and Escorting Services, with an average total footfall of 20,000 through the door every year."

Cleveland Police spokesperson

# Fair and just

The UN aims to, 'Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.'

As a responsible corporate citizen, Mitie agrees with the sentiment; one of our five core values states that, 'We are built on integrity and trust.' We therefore abide by the law and contribute to British society in numerous ways, including substantial tax payments, which amounted to £529.3million during the year ended 31 March 2019.

## Procius

In accordance with Home Office requirements, Mitie ensures all employees are eligible to work in the UK prior to beginning their role. The process is managed by Procius, Mitie's own screening company, which is the UK's leading background screening and criminality checking firm. Recruiting managers obtain original documentation to prove the candidate's right to work and can submit the documentation using a dedicated application developed by Procius and KPMG's Immigration and Law teams. This app-based system ensures compliance with the Immigration, Asylum and Nationality Act 2006 and means employees are ready to begin roles with minimum delay and fuss for our clients.



Mitie has a robust code of conduct, our One Code, which is a key part of our induction programme and provides a set of guiding principles for employees to follow when faced with an ethical dilemma. We require suppliers to confirm acceptance of our One Code, terms and conditions, our guidance and expectation on modern slavery and all other relevant policies and procedures. One Code, together with our Ethical Business Practice (Including anti-bribery and corruption), Procurement, Sustainability, Health and Safety, Inclusion, People and Quality policies, is available at [mitie.com](http://mitie.com).

## Supporting institutions

In line with the 16th SDG, Mitie works together with the UK Government to uphold the rule of law.

Our Care & Custody business delivers a range of public services for vulnerable adults in secure environments. These include immigration escorting and managing immigration removal centres on behalf of the Home Office. We are the only private sector provider, caring for over 1,300 detainees with dignity while they await the outcome of their case. We also deliver FM to part of the prison estate, as well as forensic medical and detention services to over 50 police custody facilities throughout England and Wales.

Mitie is a key stakeholder and partner in enabling England's justice system, providing Integrated FM for the 200 buildings used by Her Majesty's Courts and Tribunals Service across Southern England. The estate includes several iconic buildings, such as the Royal Courts of Justice on The Strand in London. We take care of everything from court security to roof leaks and air conditioning units, making sure the buildings are operational.

## Whistleblowing

Mitie's One Code takes a clear and unambiguous stance towards the behaviour expected of people in the workplace. All colleagues are obliged to speak up if they become aware of behaviours that fall short of expectations. In the first instance they may speak to a colleague, line manager or HR manager. When this is not possible, Mitie offers a confidential independent whistleblowing helpline, where colleagues can speak up and do the right thing with confidence.

On occasion, Mitie colleagues go beyond the call of duty, for example, while guarding courts. In September 2018, a Mitie guard helped prevent a prisoner escape at Southampton Combined Court. In November 2018, another guard did the same at Westminster Magistrates Court. Sometimes colleagues even go to the aid of the judiciary. At Luton County Court in January 2019, Mitie guards assisted a judge who had slipped and had to go to hospital. We're immensely proud of colleagues who go the extra mile to keep the UK's institutions running and whose professional conduct exemplifies our company motto: 'The exceptional, every day.'





# Environment

We buy and behave responsibly to protect the environment.

Environmentally aware

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Tapping into clean water

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Towards a world of enough

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Action on climate change

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At sea and on land

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# Environmentally aware

Mitie aspires to a world where everyone has access to affordable energy and carbon footprints have been lowered to mitigate the effects of climate change. After all, businesses don't exist in a vacuum: they can only prosper if society and Earth's natural systems are supported.

In 2010, we committed to reducing our carbon footprint by 35% by 2020. We are pleased to report that we surpassed this target a year early with a carbon footprint reduction of 37.4% to date. Of course going green takes effort, which is why we recently established Sustainability working and steering committees. We aim to become the UK's FM sustainability leader via a range of initiatives.



## Focus on our fleet

In December 2018, Mitie announced the launch of an electric fleet: the first major UK FM organisation to do so. With 3,587 compact cars and vans, as part of our Electric Vehicle Strategy we have promised that by the end of December 2020, one fifth will be electric. More than 800 charging points will be installed at Mitie offices and drivers' homes around the UK. We have procured Renewable Energy Guarantees of Origin (REGO)-backed 100% renewable energy\*, resulting in virtually zero emissions not just at the tailpipe for the fleet, but for the building in question as well.

Mitie's 5,300 vehicles account for over 90% of our emissions; we are keen to reduce this as much as possible. Widespread driver education, together with updating and consolidating stock, has seen annual fuel expenditure drop from £19million to £14million.

Mitie's standard vehicles operate on a rolling four-year lease agreement from our strategic fleet partner, Lex Autolease. By outsourcing fleet procurement, Mitie benefits from the most efficient technology when it comes available. Many Mitie mobile engineers use Vauxhall Astra estate cars. Their fuel efficiency has improved significantly, with 2018 models travelling approximately 10.8% further with every tank of fuel, while emitting 10% fewer CO<sub>2</sub> emissions.

Our company car fleet's non-commercial vehicles have an emissions cap of 130g/km of CO<sub>2</sub>. Meanwhile new Vauxhall Vivaro vans are being rolled out across our commercial fleet, offering 15% more fuel efficiency than older vehicles.

To reinforce our commitment to electric vehicles, Mitie signed the Clean Van Commitment and achieved 'Go Ultra Low Company' status in a scheme run by Government and vehicle manufacturers. Not only does our move to electric vehicles significantly reduce our CO<sub>2</sub> emissions, but it helps to reduce air pollution.

As part of our commitment to transition to electric by 2030, and to further reinforce our commitment to electric vehicles, Mitie has also signed up to EV100, a global initiative from international non-profit, The Climate Group. The scheme brings together companies committed to accelerating the transition to electric vehicles with a view to making electric transport the 'new normal' by 2030. Signatories have a shared interest in increasing demand, driving mass roll-out and making electric cars affordable for everyone.

\*Where Mitie procures the electricity for the building in question.

7 AFFORDABLE AND CLEAN ENERGY



"We have a large fleet which we want to ensure is as green and sustainable as possible. This will show other companies that making the switch to electric vehicles is the right thing for their people, the planet and their pockets."

Simon King, Director, Mitie Fleet and Procurement



## An ideal energy partner

As the UK's leading FM and professional services organisation, our integrated energy services are built on the premise of 'Buy, Reduce, Comply'. They are designed to help customers reduce consumption and comply with pertinent legislation, in turn saving costs and improving sustainability. With 340 full-time employees in Mitie's Energy business, we offer Financial Conduct Authority (FCA)-accredited advisors for utility procurement, chartered energy managers for reducing energy, and sustainability experts to ensure compliance. Our approach is underpinned by our innovative energy performance contracting (Energy as a Service), as well as our ability to offer solutions such as battery storage, ground source heat pumps, and other renewable solutions.



## Remotely optimising assets

Our advanced Connected Workspace solution (See: Tomorrow's World Today) is another factor keeping Mitie ahead of the game, and underpins our Energy as a Service proposition. By collating multiple data sources from customer buildings and utilising the analysis of our energy experts, we can deliver unrivalled benefits for our clients with guaranteed savings. For example, by monitoring and controlling lights, heating and ventilation, we can ensure they are only on when required. Air conditioning systems adjust to weather conditions, while equipment that is not performing or that is consuming more energy than expected can be identified. Our remote monitoring technology also enables the measuring of water consumption and leak detection. We help clients make more efficient use of office spaces without compromising on employee comfort.

## Award-winning renewable heat generation project

When a large engineering organisation's heating plant was coming to end-of-life, Mitie developed a more sustainable solution that would yield attractive financial benefits. Working in partnership with equipment providers, we developed and delivered a hybrid solar-thermal ground-source heat pump, which facilitates a reduction in costs and emissions, while still achieving the required capacity and performance vital for the firm's production facilities.

Each pump is 120m deep and uses electricity to extract and concentrate heat at an efficiency of over 400%. Every unit of electricity therefore produces more than four units of heat. In conjunction with the Government's Renewable Heat Incentive (RHI), the £2million project is forecast to save 581 tonnes of CO2 per year, with over £125,000 cash savings for the organisation and a payback in less than five years.

### In 12 months Mitie has...

Delivered 90 energy projects

Conducted over 3,000 energy surveys

Saved £6.9m by uncovering billing errors on behalf of clients

Managed and monitored 152,997 energy meters

Validated £1.1 billion-worth of invoices

Procured the same amount of energy consumed by 590,000 houses per annum

## Energy case study: A £77million saving

A national high street bank wished to save on costs by outsourcing its energy and sustainability services. These included an Energy Performance Contract that guaranteed savings, as well as utilities procurement, budgeting, reporting and bill validation.

In response, Mitie developed a delivery model to optimise the client's energy performance. This was supported by our Remote Monitoring Operations Centre in Bracknell, where our team of engineers provide powerful building analytics and management support to customer workspaces.

By measuring, monitoring and enhancing the performance of the client's estate, we not only met their savings target, but exceeded expectations by year five. In fact, over the life of the contract we are forecast to save approximately £77million.

Mitie subsequently undertook detailed benchmarking of the client's sustainability targets and developed a strategy to take them to 2030 and beyond.

Mitie has negotiated over 100 utility contracts equating to 3.5TWh of energy pa and £3.5billion in value.

### Green Apple Awards

Since 1994, the Green Apple Awards have recognised notable environmental activity undertaken by organisations, councils, community organisations and governments. They are overseen by The Green Organisation, an independent group dedicated to recognising, rewarding and promoting environmental best practice around the world.

At a ceremony in the Houses of Parliament in November 2018, Mitie cemented its position at the forefront of the sustainability agenda by collecting no less than one Gold, two Silver and two Bronze Green Apple awards for environmental best practice.

### People power

Mitie's people play a key role in the realisation of our environmental commitments. Simple measures are in place across our estate to encourage everyone's participation. These include widespread office paper recycling bins, rules-based printing to reduce print volumes and unnecessary colour copying, as well as default double-sided printing. Colleagues also have access to the ResourceAware e-learning platform for training on reducing carbon emissions, waste and water usage. The scheme is accredited by CPD UK, the Energy Institute and the Future Water Association.

In March 2018, we launched the internal SpendSmart campaign to promote considered spending and efficient use of resources. For example, colleagues who regularly travel to meetings are encouraged to use video conferencing instead. This saves on costs and the emissions associated with road, rail or air travel.



# Tapping into clean water

The UN pledges to, 'Ensure availability and sustainable management of water and sanitation for all.'

Water scarcity affects more than 40% of people around the world and the number is predicted to climb as a result of climate change. By 2050, one in four people could be affected by water shortages.

At Mitie we're keen to do what we can to provide clean water. Gather & Gather's supplier is LifeWater, a British brand that partners with the charity Drop4Drop to fund clean water projects around the globe. So far 14 pumps and wells have been built in needy communities across India and Africa thanks to LifeWater purchases at Gather & Gather. The most recent was in the village of Bejiman, Mzimba District, Malawi. Water sources funded through Gather & Gather currently benefit over 18,000 people and all feature a plaque bearing our catering arm's distinctive logo.

## Doing good with great coffee

Gather & Gather's premium Camino coffee is sourced from rural Peru. A sustainable trading scheme doesn't just support local farmers financially, but also trains them in additional areas such as wastewater management.

Water is used extensively in the coffee industry in both depulping and wet-milling coffee beans, but the resulting effluent is a contaminant if left unprocessed. In order to ensure clean water for the communities from which we buy our coffee, Mitie is involved in building filtration systems and training for approximately 44 Peruvian farmers. This means water used in our coffee production is filtered before returning into the ecosystem, providing local families with the clean supply they need.

We are accredited by the Legionella Control Association, helping customers stay compliant for legionella requirements. Using the Connected Workspace we can measure water quality, with particular focus on detecting legionella. This minimises the need for manual testing and ensures ongoing water quality.

With national water field force and risk assessors who can assist anywhere in the UK, we provide a single source, end-to-end service including water supply contracts and consumption reduction, testing and treatment, and monitoring and management.

In 12 months we have...

Managed over 22,500 water metering points

Delivered 2,100 water risk assessments

Taken and analysed 23,841 water samples

Conducted 36,182 scheduled works relating to legionella prevention

Helped secure water contracts with a water volume of 3.5million m<sup>3</sup>

6 CLEAN WATER AND SANITATION



## Caring for clients' water

Mitie is the fastest growing water compliance business in the UK and our water hygiene services ensure safe, clean water for our clients.

# Towards a world of enough

The UN pledges to create ‘a world where everybody gets what they need to survive and thrive.’ Achieving this by 2030 will undoubtedly take a huge effort, but many individuals and organisations have taken up the challenge – Mitie included.

## Water

We are committed to complying with our legislative obligations around water management and have a specialist water management business to oversee water services for our clients. Our experts can advise on water reduction and recycled or ‘grey water’ usage, as well as legionella control. The business is supported by a national QHSE team, who are certified to Environmental Management System ISO 14001.

## Recycling

Mitie has over 30 years’ experience providing commercial recycling services to a vast range of clients. Typically we achieve over 90% recycling rates within 12 months. We believe waste can and should be turned into a resource, creating wins for our customers and the environment, as the following case studies show.

## Le Manoir aux Quat’Saisons

Mitie has joined forces with none other than two Michelin star chef, Raymond Blanc, to reduce waste at his iconic Oxfordshire hotel, Belmond Le Manoir aux Quat’Saisons. The collaboration has reduced Le Manoir’s landfill waste by 100%, while the recycling rate has improved from 30% to 72%. Mitie helps Le Manoir recycle everything it uses: cooking oil is donated for biodiesel, candles go to local craft groups, old newspaper is used for bedding at a hedgehog sanctuary, green waste is composted in the gardens and furniture is reupholstered by young trainees.

## Network Rail

With 2,700 employees, Network Rail’s Milton Keynes HQ was producing 120 tonnes of food waste a year. In partnership with Mitie’s waste management business, the organisation installed a food waste digester, which turns scrapings into biomass in 12 hours. Thanks to the digester, the site only produces 24 tonnes of food waste per year, and bin collections have reduced from 15 each week to just three.

## Reducing coffee waste

Each year 500,000 tonnes of coffee grounds are disposed of in the UK at a cost of £70million. Our customer, a financial services client, wanted an environmentally friendly way to get rid of the waste coffee produced in its drinks machines. By partnering with the flammable coffee log producer, bio-bean, the client’s grounds were diverted from the waste stream to become fuel. In the first two months, 2560kg of coffee grounds were recycled in this way – a perfect example of how Mitie supports the circular economy (See below).

Conveniently bagged used coffee grounds are available free of charge from many of Mitie’s busiest Gather & Gather cafes for use as garden fertiliser. The giveaway has proved immensely popular with our green-fingered customers.

## The Circular Economy

The Waste and Resources Action Programme charity defines the circular economy as: ‘An alternative to a traditional linear economy (make, use, dispose) in which we keep resources in use for as long as possible, extract the maximum value from them whilst in use, then recover and regenerate products and materials at the end of each service life.’



VisionRe: Visionary Resource Efficiency is Mitie's environmental consultancy working towards a world without waste via the circular economy. VisionRe enriches the environment by finding ways to re-use, re-engineer or recycle any material or by-product that is no longer wanted or needed.

For example, one of our pharmaceutical clients produces substantial amounts of glycol as a by-product. The company was disposing of it by incineration, which proved an environmentally questionable solution and also expensive at £200 per tonne. Our chemists identified a means for the glycol to be remanufactured into a vehicle screen wash product. The pharmaceutical client now pays nothing for glycol disposal.

We have also educated the NHS about alternative treatment routes for clinical waste. Simply incinerating bandages and other medical materials is costly. However, steam sterilisation turns such waste into a safe, flammable fuel. This can be used to generate electricity, leading to substantial cost savings and avoiding the material ending up in landfill.

### Keeping it local

Sourcing food from local suppliers is one way to ensure sustainable consumption and production. Gather & Gather takes pride in supporting local growers and sourcing food from the UK and Ireland wherever possible, with a supply chain divided into eight regions. This includes producers of all sizes, from mainstream national suppliers to SME and artisan specialist food firms. Working with trusted partners, we have complete transparency throughout our supply chain, following our food from farm to fork. By providing customers with the freshest local produce, we don't just support local economies, but cut food miles and, in turn, greenhouse gas emissions.

### Case study: Ancoats Coffee Company, coffee roastery and café

When Co-op asked us to find a local coffee roaster to supply its head office in Manchester, they didn't imagine how local their supplier would be. Ancoats Coffee Company lies just half a mile from Co-op's HQ. With six full and part-time colleagues, Ancoats roasts a range of premium coffees in a converted cotton mill. The product has gone down a storm with Co-op workers, who are delighted to support a fledgling SME.

### Case study: Selden Research Ltd, chemical manufacture and supply

Selden Research Ltd is an independent company manufacturing a range of specialist cleaning and maintenance chemicals. Based in Buxton, Derbyshire, and owned by the Woodhead family, Selden has a workforce of 120 and turnover of £25million. In 2011, Selden won a tender from Mitie's cleaning business. Not only were we impressed by their products, but also their innovation, entrepreneurial spirit and customer service. Selden has gone on to establish itself as Mitie's preferred cleaning agent supplier.

### Ethical Sourcing

Mitie aims to source produce from sustainable growers with higher welfare standards. We favour suppliers with Red Tractor status, whose animals have enjoyed a better quality of life. Gather & Gather has consistently retained Red Tractor status from Assured Food Standards and works to ensure all Scottish meat is Quality Meat Scotland assured. Gather & Gather has also pledged to buy sustainable seafood from regulated suppliers with Sustainable Fish Cities, a scheme to protect marine environments, and has committed to selling sustainably sourced fish with the Marine Stewardship Council.

Gather & Gather chefs are trained to ensure all fish is rated one to three by the Marine Conservation Society and as we only serve free range eggs, we earned a Good Egg Award from Compassion in Food Business. The icing on the cake was the Sustainable Restaurant Association awarding us its highest three-star rating in recognition of achievements in Society, Environment and Sourcing.

# Action on climate change

A landmark 2018 report by the UN Intergovernmental Panel on Climate Change (IPCC) found we have 12 years to limit climate change catastrophe. While unprecedented changes are required to cut the risk of extreme heat, drought, floods and poverty, the report's authors determined it is both affordable and feasible. Their ambition is to keep global warming 1.5°C below pre-industrial levels. Reaching this target will require a huge effort from organisations and individuals around the world, and Mitie has pledged its support.

## Cutting carbon

The Carbon Trust is an independent certification body helping organisations become more efficient. In July 2018, the Trust awarded Mitie a carbon management rating of 81%: the top score in the FM sector. Our 3,700-tonne saving in carbon emissions marked a 4% improvement on the previous score and a 5.7% reduction during the two-year assessment period. We are working to further reduce our carbon emissions.

Since 2010, Mitie has participated in CDP, formerly the Carbon Disclosure Project. Widely-regarded in Government and business as the gold standard in environmental transparency, CDP makes both business and environmental sense by allowing organisations to demonstrate their sustainability and the steps they are taking to reduce climate change.

In 2018, CDP awarded Mitie a C in Climate Change. The following are some additional carbon-related goals and accomplishments.

3,700 tonnes of carbon saved by Mitie in the last two years = the equivalent of 1000 vans driving from London to Sydney.

In 2010 we committed to achieving a 35% reduction in carbon emissions by 2020. In fact we achieved a reduction of 37.4% a year early in 2019

Adopt a science-based target approach to reduce GHG emissions and keep global temperature increase 1.5°C below pre-industrial levels.

Committed to one fifth electric compact car and van fleet by 2020, powered by REGO-backed 100% renewable energy to give virtually zero emissions at the tailpipe\*.

Committed to recruiting local colleagues, reducing travel time and carbon footprints, and benefitting the local economy by lowering unemployment.

Mitie's car fleet's non-commercial vehicles have an emissions cap of 130g/km of CO<sub>2</sub>.

Gather & Gather uses local produce, cutting food miles and, in turn, greenhouse gas emissions.

Colleagues have access to ResourceAware, an e-learning platform for training on reducing carbon emissions, waste and water usage.

Mitie's SpendSmart campaign promotes considered spending and efficient use of resources, which saves on costs and the emissions associated with road, rail and air travel.

During 2017/18, Gather & Gather recycled 138 tonnes of used cooking oil, which was converted to biodiesel. Thanks to its significantly smaller carbon footprint than fossil fuels, we saved over 320 tonnes of CO<sub>2</sub> from entering the atmosphere, the same as removing 3,000 vehicles from UK roads.

\*Where Mitie procures the electricity for the charging point.

13 CLIMATE ACTION



# At sea and on land

The UN aims to, 'Conserve and sustainably use the oceans, seas and marine resources for sustainable development.' With 13,000 pieces of plastic litter on every square kilometre of ocean, the situation is grave.

Similarly, the UN sets out to, 'Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification and halt and reverse land degradation and halt biodiversity loss.'

In line with the UN's objectives and the Government's Consumable Single Use Plastics (CSUP) initiative, we have taken action:

As part of our War On Straws campaign we removed plastic straws from all 276 catering sites, stopping over 100,000 straws going to landfill annually: the first UK contract caterer to launch such an initiative.

We removed plastic bottles from several customer sites by introducing reusable cups at water fountains, reducing annual usage by 800,000.

When possible we order three-gallon pergals of milk rather than two litre plastic bottles, reducing waste.

When possible Gather & Gather bakes onsite to avoid single-wrapped products.

Gather & Gather has distributed over 60,000 KeepCups since 2017, helping to reduce landfill disposal by over 230 tonnes annually.

Gather & Gather charges a premium of up to 25p for single use coffee cups.

In addition to efforts to cut single use plastic and waste, we align with the 14th and 15th SDGs as follows:

Buy sustainable seafood from regulated suppliers through Sustainable Fish Cities and the Marine Stewardship Council.

Chefs are trained to ensure all fish is rated one to three by the Marine Conservation Society.

Source meat, dairy products and eggs from Red Tractor-assured providers, where possible.

Select dairy suppliers who work solely with regional family-owned producers.

Source food from the British Isles, wherever possible, and ensure we can trace produce to where it was sourced.

Mitie Landscapes teams support the annual Marine Conservation Society Great British Beach Clean, volunteering to remove litter and plastic from the UK shoreline.

Working with Keep Britain Tidy, Mitie volunteers have attended Saturday morning litter picks to remove rubbish from the countryside.

In London, Gather & Gather has developed the London Larder, a partnership with small local farmers, suppliers and stallholders in Borough Market, London Bridge. We source meat, cheese, bread and speciality charcuterie from within 200m of our head office in the Shard.

14 LIFE BELOW WATER



15 LIFE ON LAND







# Innovation

We promote new ideas and find innovative solutions.

Tomorrow's world today

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Together with technology

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Robust and future proof

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A new lease of life

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# Tomorrow's world today

The UN aspires to, 'Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.' At Mitie we recognise that investing in research and innovation is key to the creation of sustainable development. In fact, our investment in tomorrow's technology is among the largest of any UK FM organisation.

Send push notifications to app users advising them of noteworthy incidents

Use Artificial Intelligence (AI) to identify assets that are consuming too much energy

Increase workspace wellbeing via an app to find free desks, order coffee, book rooms and more

Monitor water quality and detect leakage

Remotely test fire alarms and emergency lighting

Control access via remote locking, ensuring only authorised individuals can enter restricted areas

Reduce waste by providing quantitative information and insight

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



## Connected Workspace

Mitie's Connected Workspace solution is the pioneering application of our consultancy, systems integration and technology expertise. It helps organisations improve the performance of their buildings in terms of comfort and sustainability, as well as the wellbeing and productivity of the people within them.

The Connected Workspace solution includes state-of-the-art sensors to monitor CO<sub>2</sub>, temperature, lighting and energy. This is married with the use of advanced analytics, including emerging technologies such as machine learning, to extract new insight from the large amount of data we manage on behalf of our clients. We can identify patterns and trends, providing the insight required to implement corrective action to save energy, reduce carbon footprint and increase wellbeing.

Our Service Operation Centre provides 24/7 monitoring of critical aspects of clients' facilities. Meanwhile our Remote Monitoring Operations Centre allows a dedicated team of engineers to provide building analytics and management support to customer workplaces and wellbeing.

### The Connected Workspace can...

Monitor lone workers, such as security guards, via Monitoring as a Service, and raise an alert if there is an unexpected change to their routine

Use heuristic behaviour mapping across the UK with 19 open source feeds to calculate crime risk by location to support our risk-based security deployment policy

Use facial recognition to identify dangerous individuals entering a specific area

### The Connected Workspace typically achieves...

10% - 20% reduction in reactive maintenance costs through remote asset monitoring

50%+ reduction in environmental condition complaints through measurement and management

3% - 10% reduction in energy consumption through climatic comfort control and temperature management

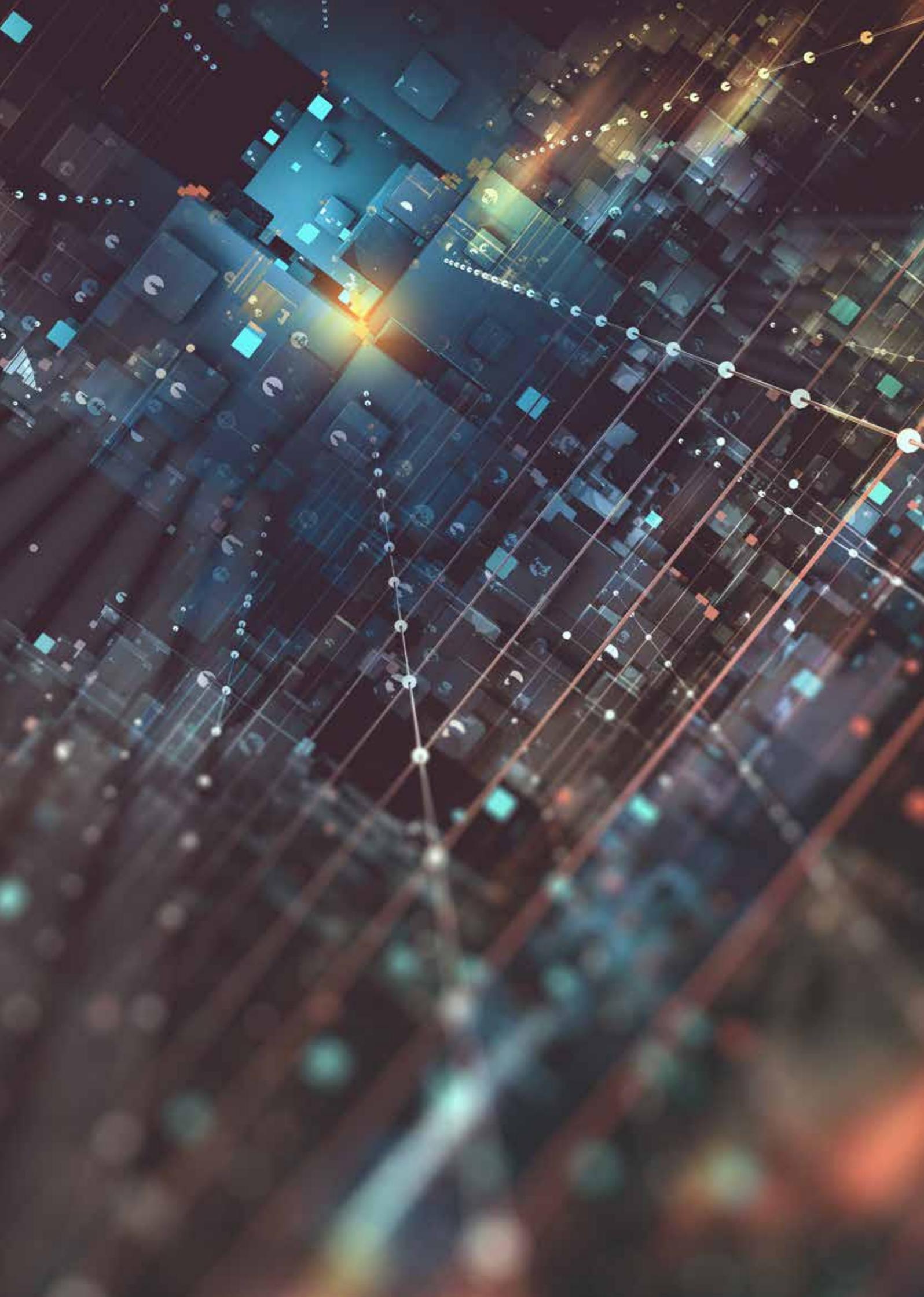
5% - 10% reduction in square footage requirement through space and utilisation analysis and management

20% - 50% reduction in risk and duration of heating, ventilation, air conditioning, mechanical, electrical and plumbing equipment outages through remote asset monitoring

5% - 10% increase in efficiency by measuring the utilisation of different spaces to facilitate agile working and better use of meeting rooms

20+ minutes saved per month through a mobile app that reduces time wasted on finding and booking rooms

5% - 20% increase in the life of building assets due to better maintenance through remote asset monitoring



# Together with technology

We make use of a wide range of cutting-edge technology to benefit our customers and the communities in which we operate.

## Innovating to fight crime

One of our most exciting projects involves the installation of store sensors to track the unique Media Access Control (MAC) address of mobile phones entering the premises. Over time this builds a picture of visitors to the store or area, and as criminals are likely to scope the scene first, there is the potential to narrow down the identity of phones present during a crime. A prompt can be raised if suspect phones subsequently appear on the premises, allowing our security personnel to be on heightened alert and reducing the likelihood of further crime. There is also the potential to identify suspects via CCTV.



## Artificial Intelligence (AI)

Mitie's Document Management team uses AI extensively, for example, Optical Character Recognition (OCR) engines are utilised for invoice processing. Through machine learning the engines can identify data and content for classification and onward routing to relevant workflows or systems. The digitisation of files and documents has clear environmental benefits as it reduces the need to produce paper copies.

We are also using AI in speech recognition software to support automated transcription. Similarly, Mitie's chatbot, ESME, supports text-based interaction with 90% conversation accuracy. This demonstrates Mitie's commitment to fostering innovation and sustainable development.

## Cleaning up

Mitie's innovative approach extends to even the most traditional areas of FM, including cleaning. Methods introduced at St George's Hospital in Tooting include a floor-cleaning 'scrubber-drier' robot and a unique Moonbeam 3 UV disinfection system that provides fast, broad area disinfection of high-touch surfaces in as little as three minutes. At St George's we even have our own on-site licenced British Institute of Cleaning Science (BICSc) training centre, where we train and assess team members. Our forward-thinking approach has attracted attention from experts within BICSc, who awarded Mitie the Doreen Heyes Award for Accredited Training Provision Within an NHS Trust in 2016, 2017 and 2018.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Mitie is partnering with The Law Society to support the organisation's move to an innovative and agile working environment. We were appointed to transform service provision by digitally enabling mail room management, reprographics, records management and more. Our delivery aligns with The Law Society's WorkSmart project, which is focussed on modernisation by bringing people, processes and technology together.



The Society conducted a very detailed and competitive tender involving leading specialists from the document management sector. Mitie offered a great level of expertise, technology and really understood our needs."

Tom Booton, The Law Society,  
Head of Corporate Real Estate

# Robust and future proof

Our reputation as a leader in innovative technology means a variety of organisations turn to Mitie to help them become more efficient and sustainable.

## The council

Essex County Council had a problem. Every five years the organisation carries out school building condition surveys in order to prioritise maintenance. However, historically such reports were paper-based and limited in detail, which meant the process lacked efficiency and potentially added to costs.

Working with the Council, Mitie devised detailed, evidence-based facilities maintenance and repair reports, which are loaded to an online system. The information is now accessible via a handy portal, meaning school management is kept up-to-date with maintenance requirements and status reports. An additional query function can run ad hoc reports and disseminate maintenance data to governors and other interested parties. The result is a school maintenance management system, which considerably reduces the burden on staff while supporting cost efficiency.

## The bank

One of our clients, a large retail bank, was delighted to trial a new app that would allow its colleagues to order coffees and snacks online, which could be collected from Gather & Gather without queuing.

The app, developed in partnership with WioPay and Masterpass, proved a hit from the very start. Users simply place and pay for their order before picking it up at a specific location, effectively allowing them to skip the queue. Since its rollout at 45 of the bank's sites, the app is estimated to have saved employees 1,926 days' worth of queuing. As well as minimising wasted time, the app has led to an increase in app orders by an average of 96% per day. That's a convincing win for all concerned. The innovation even saw Gather & Gather win 'Best Use of Technology' at the Restaurant Marketer and Innovator Awards, beating four high street finalists.

## The retailers

Maintaining the UK's transport network, regardless of the weather, is essential to maintain a strong economy and safe, vibrant settlements. During snow or ice, Mitie's winter services business comes into its own. A specialised five-day rolling forecast based on Met Office data gives us an early indication of conditions ahead. Customers including Aldi and Matalan have access to our Go-Grit app, allowing them to manage winter services from any mobile device, 24/7. Go-Grit offers interactive mapping, tracking the weather impact and high-risk areas in real-time. Users can see a schedule of sites to be gritted and can cancel or order additional service at a moment's notice. In 2018, Mitie's winter maintenance team carried out almost 300,000 gritting visits and used 15,000 tonnes of salt: just one way we're innovating to assist clients like Aldi and Matalan.

9 INDUSTRY, INNOVATION  
AND INFRASTRUCTURE



We're proud to be utilising the first hydrogen-powered van used for courier services in the UK. The vehicle was developed by same-day distribution company CitySprint in partnership with Renault and has a range of over 200 miles powered by battery and a hydrogen fuel cell. Mitie's Document Management business successfully trialed the van with three clients around London in line with our commitment to reduce carbon emissions. The ground-breaking hydrogen van marks another innovative first for Mitie and even won the prestigious 2018 Logistics Award for Environment / Sustainability.

# A new lease of life



Many UK organisations have surplus assets that could be put to use elsewhere. To find homes for these items we offer the innovative resourcing service, WasteMatch. From tables and chairs to one-off bespoke items, WasteMatch reuses, remanufactures or ethically recycles such furniture, further sustaining the circular economy. This means organisations no longer have to dispose of goods they don't need, but also provides them with additional revenue from items that are sold.

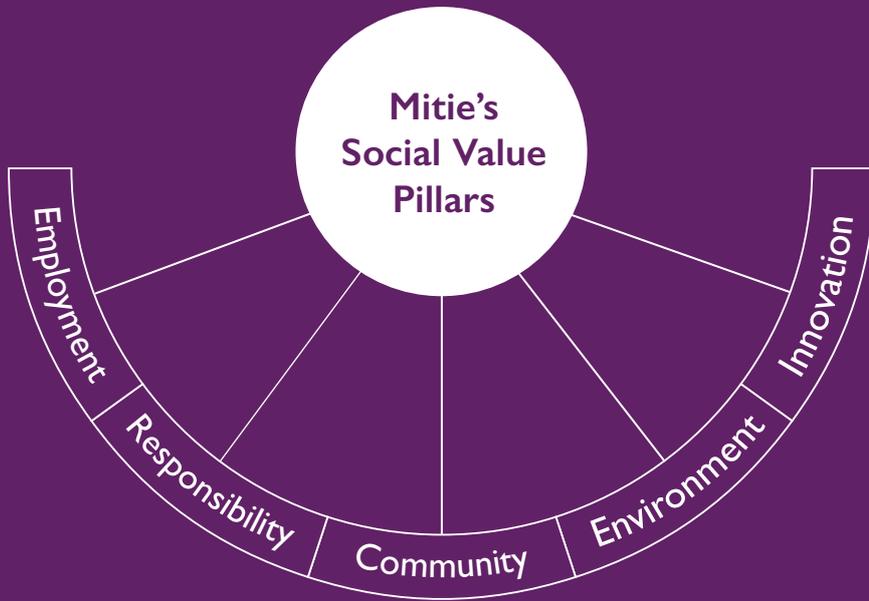
A large financial services organisation has used WasteMatch since April 2016. So far the group has saved £256,000, with 51% of furniture reused rather than disposed of, and 73 tonnes of landfill waste avoided. In addition, £146,000 was generated from re-sales.

Similarly, on a single project for a professional services firm, of the 200 tonnes of assets to be disposed, 55% were reused by charities or through re-manufacture, and 44% were recycled

Between 2010 and 2018, Mitie's created waste decreased by **38.9%**

Between 2010 and 2018, Mitie's recycling increased by **21.2%**





# Our pledge

# Our pledge

The UN calls upon organisations to, 'Strengthen the means of implementation and revitalise the global partnership for sustainable development.' We are dedicated to seeing this realised for the benefit of Mitie, our customers, our people and our planet

## Vision

To lead the FM sector in creating social value through everyday operations, leaving a legacy for the communities in which we work to support a brighter future for all.

## Mission

To consider ways in which we can maximise social value in both our day to day business operations and every partnership that we create, to benefit individuals, communities, supply chains and the environment.

## Commitments

Adhering to our core values including integrity, trust and diversity, we will champion responsible business and commit to the following:

We will always employ colleagues from the local community first.

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We will support SMEs and voluntary, community and social enterprise organisations.

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We will create safer communities for our customers and neighbours.

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We will find new and inspired ways of delivering social value through innovation and fresh thinking.

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We will protect and consider the environment, and by 2030 we propose to...

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Reduce our carbon footprint by 50%.\*

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Have ecological enhancement improvement and water reduction plans in place for 100% of the Mitie estate.

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Reduce resource use by 50%.\*\*

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Achieve a Mitie-wide recycling rate of 80%.

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Operate 100% of contracts against a Sustainability Improvement Plan.

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Operate a fleet comprised of 100% non-petrol or diesel vehicles.\*\*\*

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\*Based on a 2018/19 baseline and a 1.5° scenario science-based target methodology.

\*\*Based on waste generation and consumable procurement.

\*\*\* Subject to the viability of the vehicles and adequate public charging infrastructure.





**Mitie Plc**

The Shard, Level 12  
32 London Bridge Street  
Southwark  
London  
SE1 9SG

**T:** 03306780710

**E:** [socialvalue@mitie.com](mailto:socialvalue@mitie.com)

[www.mitie.com](http://www.mitie.com)