

People policy

Purpose and scope

At Mitie, our aim is simple: we work to deliver the exceptional, every day. We are the UK's leading facilities management company, with around 75,000 employees looking after the places where Britain works. We manage and maintain some of the nation's most recognised landmarks and work with a wide range of blue-chip private and public sector clients. Our expertise, care, technology, insight and focus on sustainability create amazing work environments, helping our employees to be exceptional, every day. In return, we promise a place to work where you can thrive and be your best.

This policy supports our commitment to providing a rewarding, fair and sustainable working environment for our people. It applies to all individuals who work with us or for us as employees, agency workers or contractors, in all our operating countries.

Policy objectives

We recognise that to attract and keep exceptional colleagues we must make Mitie a Great Place to Work. This is our number one aim as a business, because we're nothing without our people. We support our colleagues to acquire the right skills and knowledge from day one of joining and continue to develop and challenge them throughout their careers. We reward and recognise our exceptional people for a job well done and we're committed to fostering a truly inclusive culture, where everyone can bring their true selves to work. We're proud to be recognised as one of the UK's most inclusive employers and a Top 50 UK Employer.

We do this by living our values:

- **We are one Mitie:** we work as one to deliver a seamless, unrivalled service. We are all in it together, if we can help a customer or colleague in any way, we will. We are one Mitie.
- **We are built on integrity and trust:** integrity and trust are at the heart of all we do. We are the face of company. We treat others as we would like to be treated. We are proud to work for Mitie.
- **We go the extra mile:** whether it's keeping things running smoothly in a safe environment, looking for new ways to do things better or fixing problems, going the extra mile for our colleagues and customers and keeping our promises is in our DNA.
- **Our diversity makes us stronger:** we are very proud of our rich and diverse culture and backgrounds. Our diversity creates ideas and insights. Everyone at Mitie has a voice and is treated as an equal.
- **Our customers' business, is our business:** we are a partner, trusted for our expertise and for putting our customers at the heart of everything we do.

This policy should be read in conjunction with our [Equality, Diversity and Inclusion Policy](#) and [Our Employee Handbook](#).

Requirements

We are committed to:

- **Compliance with national law:** In seeking to live our values, we have been mindful of international standards and benchmarks such as the UN Universal Declaration of Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, the UN Guiding Principles on Business and Human Rights, the UN Women's Empowerment Principles, the UN Human Right to Water and Sanitation and the UN Global Compact. In every country in which we work we will comply with national laws.
- **Human Rights:** Our [Equality, Diversity and Inclusion Policy](#) sets the base for what our employees deserve and what we must do to uphold our culture. Our [Employee Handbook](#) and [Ethics Policy](#) not only ensure that we conduct our operations with honesty, integrity and openness but also supports our approach to governance and corporate responsibility.
- **Talent strategy, planning and recruitment:** We actively promote skills and employment opportunities for all. Whether we are helping ex-offenders or military veterans find new jobs, offering a wide variety of

apprenticeships, supporting our diverse communities or collaborating to create employment options for diverse groups, we constantly seek to offer people life-enriching opportunities. We will recruit, employ and promote employees solely on the basis of the skills and abilities needed for the work to be performed. See our **Equality, Diversity and Inclusion Policy**.

- **Forced Labour and Child Labour:** We will not use any form of forced, compulsory, trafficked or child labour. We will ensure that all Mitie employees work for the company on a voluntary basis, and not under threat of any penalty or sanctions. We will not employ anyone younger than the legal minimum age for employment. See our **Modern Slavery Act statement**.
- **Health and safety at work:** We will provide safe, clean and healthy working conditions for all employees. This includes all aspects of work accommodation and working conditions: from access to clean toilet facilities which respect to worker dignity, to promoting and supporting well-being initiatives aimed at improving and protecting the mental and physical health of our workforce. We will ensure that workers do not exceed reasonable working hours for a safe environment and to provide for a satisfactory balance between work and personal life. We will take adequate steps to prevent injury and accidents; providing appropriate protective equipment and suitable accommodation and facilities; first aid assistance; and having in place a comprehensive framework of supporting systems, processes, risk assessments and training. We will not tolerate the use of alcohol, drugs or substances that will cause impairment or impact upon the ability of our people to work safely. See our **Health and Safety Policy**.
- **Wellbeing at work:** We will provide access to wellbeing support for our people, such as occupational health and an Employee Assistance Programme. We are committed to safe and healthy working conditions for all employees.
- **Remuneration and reward:** Financial and non-financial remuneration will reflect the capability, skills and experience of the individual and incentivise behaviours in line with our principles. We are committed to equal opportunities for all and comply with all equal pay requirements. We will ensure that our employees have a total remuneration package that meets or exceeds the legal minimum standards.
- **People development:** We are committed to ensuring that our people have access to appropriate training, development and progression opportunities. We will provide appropriate mechanisms to evaluate, monitor and manage employee performance through effective feedback, development and review conversations.
- **Disciplinary procedures:** We will ensure that all employees are aware of the standards of performance and behaviour they are expected to achieve and having clear and fair processes in place to manage any misconduct, poor attendance and performance issues with a focus on supporting improvement.
- **Employee engagement, involvement and participation:** We respect the dignity of the individual and support the right of employees to freedom of association and collective bargaining. We respect the right for employees to join a trade union (without any fear of victimisation or discrimination), and where our employees are represented by a legally recognised trade union we respect the principle of collective bargaining. We are committed to direct employee engagement and participation and believe that the people who work for us know our business best and have the greatest interest in our commercial successes and know the most about what matters most to our colleagues.
- **Discrimination and Equal opportunities:** We will treat every employee with respect and dignity, and operate a zero-tolerance policy on discrimination, harassment, violence and aggressive behaviour at work. Our commitments in this area are captured in our **Equality, Diversity and Inclusion Policy**.
- **Grievances and whistleblowing:** We will provide appropriate channels to encourage employees to raise concerns informally, as well as through formal processes and anonymously if they prefer.
- **HR Policies and information:** We will provide our employees with simple, straightforward and understandable information about our HR policies, their employment conditions and working arrangements including wages, hours and holidays.
- **Data privacy:** We will handle all our employee personal information in line with data protection laws. This includes ensuring all information held is accurate; only essential data is collected; all personal details are treated with sensitivity; all documents, systems and devices on which personal details are held are secure and safe; and data is only stored for as long as necessary before it is securely destroyed/deleted.
- **Ethical business:** We expect our employees to operate in an ethical way, consistent with our Ethical Business Policy and our Employee Handbook.

Responsibilities

The CEO is responsible for:

- Reviewing, endorsing and supporting this policy's aims.

The Executive (MGX) is responsible for:

- Ensuring that an appropriate HR and people management framework is in place to deliver sustainable business performance and ensure compliance with applicable laws, regulations and standards; and
- Providing equal opportunities to employees, and access to development and career progression opportunities.

The Group Human Resources (HR) Director is responsible for:

- Administering this policy on behalf of the CEO; and
- Developing and rolling out the supporting strategies to drive continual performance improvement.

The HR function is responsible for:

- Providing competent advice and support to the Executive, the Managing Directors, and any other key stakeholders to support compliance with established policies and procedures;
- Keeping all related procedures and the Employee Handbook under review and up to date; and
- Monitoring employment practices across Mitie.

Divisional Managing Directors, supported by the Divisional HR Directors are responsible for:

- Ensuring appropriate frameworks are in place to manage employees throughout the employee lifecycle, and complying with the minimum standards set out in Group HR Policies and procedures;
- Disseminating, implementing and complying with this policy and supporting strategies;
- Promptly escalating to the Executive any material known, anticipated or suspected breach of employment laws, regulations and standards;
- Ensuring local arrangements are compliant with all applicable laws, regulations and standards;
- Notifying the Executive where the application of local arrangements is anticipated to result in financial loss, harm to employees or other stakeholders or damage to the brand; and
- Leading by example to live the Mitie values and champion knowledge sharing across the divisions.

Managers are responsible for:

- Implementing and maintaining the processes and procedures in accordance with best practice, seeking guidance where necessary;
- Ensuring that their people are aware of their responsibilities and receive appropriate training;
- Making sure that effective performance management, induction, recruitment, vetting, disciplinary and grievance procedures are in place and operating effectively; and
- Addressing any inappropriate behaviour.

Employees are responsible for:

- Carrying out their work in line with this policy, associated procedures and the Employee Handbook;
- Applying our values and behaviours in everything they do;
- Challenging any behaviour that falls short of the expectations of this policy; and
- Identifying any breaches of this policy and reporting them to their line manager.

What will successful implementation of this policy achieve?

- Improved employee engagement results.
- Improvement in critical employee metrics, including retention, progression and recruitment.
- Recognition by external bodies, through awards, nominations, accreditations, or similar.
- Better financial performance and service delivery.

Phil Bentley
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Mitie Group PLC

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