

Sustainability & Social Value Supplier Charter

Purpose

Mitie is committed to creating **Better Places and Thriving Communities** through our Social Value Strategy, **Plan Thrive**, and our Environmental Strategy, **Plan Zero**. This Charter sets out action-focussed expectations for Preferred suppliers—sole traders, SMEs, VCSEs, and large national organisations—to help us achieve shared goals of uplifting lives, transforming places, and building inclusive partnerships. All other suppliers will be encouraged to adopt the principles and participate in learning and improvement. We understand this is a shared journey, and the Charter will evolve over time informed by best practices.

This Charter goes beyond meeting the legal and contracting requirements for all Mitie suppliers set out in the 'Supplier Sustainability & Social Value Policy: Standards for Mitie Suppliers'. Where requirements are already covered in the Policy or other Mitie documents, suppliers will be directed accordingly.

This Charter will provide a point of discussion, action and collaboration for Mitie with its suppliers, stretching towards exemplary practice, defined as Gold Standard levels within 3 years, through co-developed action plans that are reviewed annually.

Charter Principles

The Charter is based on Mitie's Plan Thrive and Plan Zero ambitions. More details are available in the referenced places.

I. Climate Action & Environmental Responsibility

- Suppliers must follow the environmental requirements set out in the Supplier Sustainability & Social Value Policy: Standards for Mitie Suppliers including **reporting carbon emissions scope 1, 2 and 3 annually** through agreed platforms such as shared links for public disclosure e.g. annual report, environmental report, CDP, for transparency.
- **Reduce waste, emissions, energy and fuel use, water consumption, air pollution and improve end of life disposal** through buying and sourcing responsibly, avoiding virgin materials where possible and eliminate single-use items.
- Suppliers must demonstrate **continuous improvement in environmental performance**.
- Work with Mitie to **find ways to reduce emissions and improve environmental practices, joint decarbonisation, innovation, training and sharing best practice**.
- **Use the [Supply Chain Sustainability School](#)** resources and complete Mitie's learning pathways.

Gold Standard:

- We require suppliers to set carbon reduction targets based in science, aligned with a 1.5°C pathway and validated through the Science Based Targets initiative (SBTi) or similar. For larger suppliers, this alignment and assurance are mandatory. For smaller suppliers, it is considered best practice and remains optional, achievable via the SBTi SME Pathway or the SME Climate Hub scenario with third-party validation.
 - Evidence of exemplary circular economy innovation beyond eliminating single-use items, for example the repair/refurbishment of equipment before replacing it, high % of recycled content in manufactured products and take-back schemes for products reaching end-of-life.
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2. Inclusive Employment & Skills Development

Suppliers must follow Supplier Sustainability & Social Value Policy: Standards for Mitie Suppliers on inclusive employment and diversity. In doing so they should:

- **Provide opportunity for work experience and employment to people from underrepresented groups** as outlined in Mitie's [Plan Thrive](#), including those with experience of the criminal justice system, care leavers, individuals experiencing homelessness, the long-term unemployed (including NEETs), and others encountering barriers to employment.
- Support **mentoring, wellbeing, training, and outreach** to help people into work. This may be associated with a recognised initiative, for example the Social Recruitment Advocacy Group (SRAG) [Chartermark](#).
- Help employees build **sustainable careers** through training and an inclusive culture.

Scaled Expectations:

- **Sole traders/SMEs:** Take part in local inclusive work experience and employment projects or offer mentoring.
- **Larger suppliers:** Have work experience and hiring policies and training programmes that are shown to boost inclusivity. Share diversity data if asked.

Gold Standard:

- Achieve **at least 3% new hires into eligible and accessible roles being from under-represented groups, such as those aligned with Plan Thrive priorities** (including those with experience of the criminal justice system, care leavers, individuals experiencing homelessness, the long-term unemployed (including NEETs), and others encountering barriers to employment). We recognise that all roles may not be accessible to all candidates due to physical or vetting requirements.
 - Show and report on **effective and proactive hiring activities to reach under-represented groups**, including making the application and assessment process accessible to all.
 - Show **effective support during onboarding and early settlement** into the organisation eg mentoring/buddying, personalised induction and wellbeing.
 - Demonstrate **proactive work to support the retention and progression of under-represented groups** in the workforce with associated comparison data.
 - Hold **Disability Confident** status and have plans to progress towards Level 3 Leader status
 - **Public commitment to actions for inclusive recruitment** eg [SRAG Chartermark](#), [Care Leaver Covenant](#), [Movement to Work](#), [Ban The Box](#) etc.
 - **Real Living Wage** accreditation, or Recognised Service Provider status with the [Living Wage Foundation](#), where applicable
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3. Community Engagement & Place-Based Impact

Community engagement and volunteering expectations are set out in the Supplier Sustainability & Social Value Policy: Standards for Mitie Suppliers. Suppliers are encouraged to:

- **Work with local communities** to understand and respond to the needs of disadvantaged young people and adults.
- **Take part in volunteering and community improvement** initiatives.
- Invest in **clean, safe, sustainable and inclusive environments**.

Scaled Expectations:

- **Sole traders/SMEs:** Support local events that improve places and communities or offer pro bono services. Consider joining or supporting relevant Mitie-led initiatives.
- **Larger suppliers:** Deliver structured community programmes, independently or with Mitie, and report outcomes. Support local VCSE organisations to create long-term value.

Gold Standard:

- Showcase **programmes co-designed with communities** where the business operates **that improve aspirations and life chances** for disadvantaged young people or adults
 - Demonstrate that this **activity is routine** and considered when adjusting organisational practices affecting local communities
 - Capture **structured and targeted volunteering activities** where the supplier's skills and resources are being used to help local people and community organisations.
 - Demonstrate that **activities are mutually beneficial**, locally relevant (e.g. using youth unemployment data, local health inequalities etc) and have a legacy of building sustainable communities rather than just providing charity.
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4. Ethical Business Practices

Suppliers must follow the Supplier Sustainability & Social Value Policy: Standards for Mitie Suppliers on ethical business, including modern slavery, labour standards, and supply chain mapping. Also see the Environment, Social and Governance pages at Mitie.com. Suppliers should:

- Uphold **responsible recruitment practices, labour rights and ethical procurement with fair labour practices: legal wages, safe working conditions and freedom of association.**
- **Implement effective controls to prevent modern slavery, human trafficking, forced labour and child labour with suitable Grievance Mechanisms** for workers to raise concerns safely and confidentially
- **Align with the UK Modern Slavery Act 2015** and publish an annual Modern Slavery Statement where legally required
- **Complete the UK Governments Modern Slavery Assessment Tool (MSAT)** and align with **the Labour Standards Assurance System (LSAT) principles**, including risk based due diligence and continuous improvement
- **Build a diverse supply** chain to deliver the contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals ([*UK Government PPN002 The Social Value Model*](#)). Report the value of spend with these organisations that is directly attributable to delivering goods and services for Mitie
- **Work with us to map supply chains**, identify high-risk areas and support ethical sourcing and address risk through remediation
- **Use the [Supply Chain Sustainability School](#)** resources to learn about ethical practices and continuously improve

Scaled Expectations:

- **Sole traders/SMEs:** Commit to ethical practices and transparent operations. Connect with relevant initiatives, such as the [Employers' Initiative on Domestic Abuse \(EIDA\)](#). Support supply chain mapping, engage in capacity building activities and share insights to support continuous improvement.
- **Larger suppliers:** Demonstrate ESG performance through recognised platforms (e.g. EcoVadis, SEDEX, MSAT, LSAT). Embed social value into business practices, including active participation in initiatives such as the [Employers' Initiative on Domestic Abuse \(EIDA\)](#). Report on spend with SME and VCSE organisations attributable to work for Mitie. Lead on supply chain mapping and capacity building to identify and remediate ethical risks.

Gold standard:

- **Achieve above average scores on ESG** through recognised platforms (e.g. EcoVadis Sustainability Committed Silver rating and minimum score of 55 across all categories).
 - Provide **public and transparent evidence of ethical business practices**, including paying the Real Living Wage.
 - Search for and actively **use VCSE and SME organisations** in the delivery of products and services for Mitie, contributing to inclusive and sustainable supply chains. Such organisations should be supported to grow and to adopt best practice ethical standards.
 - Cooperate with audits, **demonstrate ongoing commitment to ethical business conduct** through transparent evidence and maintaining accurate records including anonymised harassment-related data and case studies.
 - Have protocols to **assess the risk of harassment or bullying in customer-facing roles and for reporting incidents** involving clients or the public. Provide role-specific and tailored training for high-risk job roles such as lone workers or customer-facing teams.
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5. Collaboration & Continuous Improvement

Suppliers are encouraged to:

- Join and contribute to **webinars, workshops, and summits** hosted by Mitie and partners.
- **Co-create solutions** with Mitie and other suppliers and share best practices.
- Engage in **learning activities** and report progress and impact.

Scaled Expectations:

- **Sole traders/SMEs:** Attend relevant and recommended sessions and apply learnings.
- **Larger suppliers:** Share case studies and mentor smaller organisations. Engage in prescribed learning pathways and share the impact.

Gold standard:

- **Active participation in supplier forums and workshops** arranged by Mitie or others featuring exemplary Social Value and Sustainability practices. Engage in peer-to-peer supplier mentoring and lead the way in transparency.
 - Celebrate and amplify **best practice and case studies** that go beyond compliance and are associated with work delivered for Mitie
 - **Engaging new and nominated SME or VCSE organisations** in the delivery of work for Mitie
 - **Actively mentoring VCSE and SME organisations** so that they may deliver improved products or services
 - **Participation in development and learning** pathways recommended by Mitie and provide evidence of applied learning
 - **Self-assessed areas for improvement** with progress made shared with Mitie
 - **Evidence of independent innovation**, for example through hackathons or challenge-driven innovation teams.
 - **Constructive feedback on the development of this Charter** and the resources intended to support improvement
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How Mitie Will Help

We recognise that suppliers are at different stages of their sustainability and social value journey. Mitie will help through providing the following, either directly or through signposting to our partners:

1. Supply Chain Sustainability School

- Free access to **webinars, workshops, and learning pathways** on topics such as social value, modern slavery, and sustainable procurement.
- Opportunities to collaborate and network with Social Value and Sustainability peers.

2. Social Enterprise UK

- Access to **resources, case studies, and guidance** for VCSEs and SMEs.
- Support for becoming a recognised social enterprise or working with one.

3. Mitie-Led Initiatives

- Hosting **supplier summits, roundtables, and engagement sessions** to promote best practices
- Creating opportunities for suppliers to support **volunteering and fundraising** projects and participate in **inclusive hiring activities** where appropriate

4. Other sources of support

- Mitie will **continue to identify and evaluate other potential sources of support** that can benefit suppliers of all sizes and types. These will be promoted through our supplier webpages and through the Supplier Management Programme.

Monitoring & Reporting

- Mitie will assess Preferred Suppliers at least annually, using scorecards and meetings.
- Suppliers must meet advised reporting requirements and work with Mitie to create and track action plans
- Mitie Category Managers will support the capture of metrics onto the **Thrive Platform** for centralised social value reporting that contributes to Mitie's Plan Thrive pledges.
- Mitie will produce an ESG rating for each Preferred Supplier on our Digital Supplier Platform, incorporating findings from other platforms, supplier reports, feedback and reviews.