Sustainable Procurement & Social Value Policy Expectations for Mitie Suppliers

Mitie recognises its role in protecting communities and the environment now and for the future. As part of that, we are committed to understanding and managing the environmental, social, and economic impacts of decisions made in selecting suppliers to meet client needs.

Mitie has made several pledges around Sustainability and Social Value to clients that need to be reflected throughout our supply chain, with an overall vision for Mite 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'.

The policy set out in this document must be adhered to by all Mitie suppliers, and acceptance of the policy is a non-negotiable part of our onboarding process. For Preferred and key suppliers wishing to demonstrate additional sustainability and social value action beyond meeting compliance and the scope of this policy, Mitie has a

Sustainability and Social Value Supplier Charter. Our Charter sets out examples of more ambitious activities, including stretching 'Gold Standard' expectations. We encourage our Preferred and key suppliers to sign up to the Charter and collaborate with Mitie to enhance our collective social and environmental impact.

Part 1: Supplier Code of Conduct

Maintaining our reputation for ethical business integrity is vital for Mitie and we need to make sure suppliers also support and exemplify our values. We need suppliers that help us protect our brand reputation and ensure the continuity of business relationships with clients.
Our expectations of suppliers are clear: to comply with legislation; follow Mitie policy and procedures; do the right thing and if ever asked to do anything outside of these parameters, to tell us about it.

General Expectations of Suppliers - Helping us to always do the right thing.

We want our people to work safely, look after one another and be part of a supply chain that continues to grow responsibly. At Mitie there is a zero tolerance for unsafe working practices, discrimination, fraud, bribery, tax evasion and the facilitation of tax evasion or corruption.

If suppliers are ever asked to be involved in anything unethical or illegal, then they must do the right thing and speak up. The same applies if staff are treated unfairly while working for Mitie and suppliers can Speak Up confidentially by calling 0800 949 6388.

Ethical Conduct and Integrity

Suppliers must demonstrate the highest standards of ethical behaviour, integrity, and transparency. Beyond compliance with legislation, we expect:

- Proactive identification and reporting of unethical or unsafe behaviour.
- Internal training and governance to ensure staff uphold these standards.
- Transparency across subcontractors and Tier 2/3 suppliers.

Health and Safety

Suppliers must maintain robust H&S systems, ensure safe working environments, and report incidents promptly, including near misses. Suppliers should also commit to continuous improvement using data insights and risk assessment tools.

Bribery, Corruption and Conflicts of Interest

Mitie operates zero tolerance for bribery, corruption, facilitation of tax evasion, or improper influence. Suppliers must:

- Disclose conflicts of interest immediately.
- Have internal controls to mitigate corruption risk.

Human Rights and Labour Standards

Suppliers must uphold recognised international labour standards, including:

- No forced or child labour.
- No recruitment fees, document retention, or bonded labour.
- Fair pay, working hours, and safe conditions.
- Freedom of movement and association.
- Anti-discrimination and anti-harassment aligned with Mitie's Equality, Diversity & Inclusion values.

Modern Slavery

Modern slavery is a scourge that affects every region of the world and is not tolerated in the Mitie value chain. Modern slavery is defined as the recruitment, movement, harbouring or receiving of children, women, or men using force, coercion, abuse of vulnerability, deception, or other means for the purpose of exploitation. It is a crime under the Modern Slavery Act 2015 and includes holding a person in a position of slavery, servitude forced or compulsory labour or facilitating their travel with the intention of exploiting them soon after.

Suppliers must comply with the requirements of the Modern Slavery Act 2015. Help and advice is available in our 'Guidance for Mitie Suppliers on Modern Slavery and Human Trafficking' document available at www.mitie.com/suppliers/.

Suppliers must conduct risk-based due diligence and implement controls to prevent modern slavery, including:

- Assessment of high-risk geographies and product categories.
- Mandatory reporting and corrective-action processes.
- Worker grievance mechanisms accessible in multiple languages.

Confidentiality and Data Protection

Mitie standard contract terms and conditions will be contained within Procurement tender documentation, including how the contract will be managed and performance monitored. Where Procurement is not involved in supplier selection, Mitie staff will use standard documentation to agree contractual arrangements. Suppliers must safeguard Mitie's confidential information, comply with GDPR, and ensure data-processing transparency throughout their own supply chain.
Suppliers are expected to keep sensitive information confidential and comply with all contractual terms, nondisclosure, and confidentiality agreements, including as applicable to personal data regulated by the General Data Protection Regulations and the Data Protection Act 2018. Suppliers

should not share any confidential information unless specifically authorised to do so by Mitie management.

Supplier Onboarding

Suppliers cannot carry out work for Mitie until they have committed to the requirements defined in the Mitie Onboarding system, and must complete all onboarding requirements, demonstrate competency, maintain updated insurance documentation, and ensure traceability of compliance through subcontractors.

Part 2: Sustainable Procurement

Sustainable Procurement is a process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis, whilst also benefiting society and the economy and minimising damage to the environment. It occupies the same area as other Social Value initiatives that impact the 3 pillars of sustainable development.

Mitie will only use suppliers that comply with national and international standards on human rights, including Modern Slavery legislation, following the approach described in our 'Supplier Guidance on Modern Slavery' document. Other Social Value targets for suppliers include:

- Complying with legal and contractual obligations under Environmental and Social Value legislation. That includes supporting efforts to encourage participation of the following types of organisations in the supply chain: small and medium enterprises (SME); Voluntary, community and social enterprises (VCSE); companies' majority-owned or led by Racially and Ethnically diverse staff.

- Supporting other Sustainability and Social Value initiatives in the community where appropriate, such as increasing job opportunities for local residents and disadvantaged groups; improving staff wellbeing; contributing to community initiatives/ local charities; encouraging employment opportunities for long-term unemployed, ex-military staff and ex-offenders; providing apprenticeships and other learning and development opportunities.



Alignment with the United Nation Sustainable Development Goals

Mitie's commitment as a responsible corporate citizen must recognize that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests (United Nations).



Our Social Value Framework - Better Places, Thriving Communities

Mitie's ESG strategy is underpinned by our Social Value Framework, which is structured around Plan Zero and Plan Thrive. These initiatives focus on three core pillars: Environment, People and Community. Supporting these are our commitments to Partnerships, a Responsible Supply Chain, Innovation, and Governance.



Environment

The climate emergency is humanity's biggest challenge, so it's vital all our people understand the consequences of our environmental impact.

People

Our focus is on empowering people, not just employing them. By investing in future-ready skills, processes and technology, and by fostering an inclusive culture with opportunities that unlock potential, we enable colleagues to thrive, perform, and belong.

Community

We don't just operate in communities – we invest in them. By embedding social value into everything we do, we help create stronger, fairer places, delivering measurable impact for Mitie, our people, our customers, and society.

Partnerships and responsible supply chain

Our supply chain is a force for good: robust, responsible, and trained in social value. Together, we co-create positive impacts that ripple across our business and beyond.

Innovation and Governance

Innovation and governance are the backbone of our ESG pillars. Guided by our Science of Service® approach, we embed cutting-edge technology and best practice to stay ahead and deliver sustainable outcomes.

Mitie Plan Zero Initiative

Plan Zero is Mitie's flagship environmental programme, launched in 2020 to position the company as a leader in sustainability and to deliver net zero carbon emissions well ahead of national targets. While the UK Government aims for net zero by 2050, Mitie committed to achieving net zero operational emissions (Scope 1 and 2) by 2025 and net zero non-operational emissions (Scope 3) by 2035.

The initiative follows a 'Do, Lead, Deliver' model:

- Do it for Mitie's own operations
- Lead the industry by example
- Deliver decarbonisation for customers through consultancy and services

Plan Zero targets three core areas:

- Eliminating carbon emissions from power and transport
- Eradicating non-sustainable waste through circular economy principles
- Enhancing inefficient buildings to meet high environmental standards

Mitie's approach includes:

- Transitioning its fleet to electric vehicles (EVs)
- Powering sites and EV Charging with 100% renewable energy
- Using smart building technology for energy optimisation
- Adopting biodegradable cleaning products and eliminating single-use products

External validation

In April 2023, Mitie received full validation from the Science Based Targets initiative (SBTi) for its near-term, long-term, and net-zero targets aligned with the 1.5°C Paris Agreement. Mitie is one of only a few UK companies validated across all three SBTi categories (Scope 1, 2, and 3).

Carbon and Climate Requirements Suppliers must:

- Publicly report Scope 1 and 2 emissions and develop pathways to disclose Scope 3.
- Develop and publish a climate transition plan.
- Commit to (or be working towards) SBTi-aligned targets.
- Provide product-level carbon data (e.g., embodied carbon, Environmental Product Declarations).
- Implement measures that support climate adaptation and resilience.
- Resource Efficiency and Circular Economy

To support responsible consumption, suppliers must:

- Minimise waste and adopt circular principles, including reuse, repair, and remanufacturing.
- Reduce packaging and avoid problematic plastics.
- Offer take-back schemes for products at end-of-life.
- Provide goods with recycled content and design for minimal environmental impact.
- Biodiversity and Nature

Suppliers should:

- Avoid sourcing materials that contribute to deforestation.
- Support nature-positive initiatives where possible.
- Adhere to FSC/PEFC certification for timber and paper.

Mitie Plan Thrive Initiative

To deepen our social impact, we've launched Plan Thrive, Mitie's refreshed social value strategy. Rooted in our purpose of creating better places and thriving communities, Plan Thrive delivers locally tailored, collaboratively delivered solutions that create inclusive, supported and sustainable employment pathways.

Our vision is to uplift lives and enable places to prosper. This strengthens our communities and creates a legacy for the people and places we serve.

Our Plan Thrive pledges and commitments

Uplift one million lives: Delivering intentional activities such as creating jobs, opportunities and investing in skills to drive social mobility. Making sure we have the training, processes, programmes and policies to create an inclusive culture where our people can feel a sense of wellbeing and belonging.

Enable 1,000 places to prosper: Through delivering social value activities in the buildings and places where we work and evaluating what we do to drive engagement and positive changes for our colleagues and communities.

Employment, Skills and Opportunity

We expect suppliers to:

- Support inclusive recruitment, targeting underrepresented groups.
- Offer apprenticeships, work placements, and upskilling programmes.
- Adopt Living Wage alignment where feasible.
- Provide training on wellbeing, safety, and inclusion.
- Make intentional and meaningful contributions to community.

Suppliers should:

- Support local charities, community groups, and social initiatives.
- Participate in volunteering activities linked to Mitie contracts.
- Contribute to place-based social value delivery, tailored to client and community

Our Sustainability Procurement Strategy

We believe lasting social and environmental impact is best achieved through innovation and purposeful collaboration. By fostering new ideas, forging strategic partnerships and co-creating solutions with our stakeholders, we aim to drive meaningful change that contribute to a more inclusive, sustainable future.

- Procurement process and supplier engagement delivers a longer-term value beyond cost savings, with sustainability as a fundamental measure (e.g., plastic reduction, low carbon products)
- Promote safe and fair working conditions, including the responsible management of environmental and social issues within our supply chain incorporating ethical business practices, human rights, modern slavery, and labour standards.

Embedding Sustainable Procurement when Selecting Suppliers

We believe that embedding Sustainability will allow us to lead by example in the Facilities Management sector. We aim to offer better value for current and future clients and recognise that social value and environmental impact form part of that assessment alongside cost, safety, quality, and performance.

The Mitie procurement policy pays proper regard to environmental issues whilst looking to secure best value. Sustainability and Social Value requirements will always be included in invitations to tender documents and form part of the evaluation criteria when assessing bids. That means that sustainability

impact assessment (e.g., energy, carbon, waste, water, air and environmental aspects) will be contributing factors in our decision-making process to award contracts.
Mitie plans to procure commodities and services in a way that minimises negative impacts on the natural environment e.g., waste, carbon emissions, transport miles, biodiversity, and consumption of natural resources. We will ensure compliance with Mitie environmental management requirements, but we recognise that suppliers will have greater specialist knowledge about their sectors and supply chains, so we will encourage new and existing suppliers to propose ways to reduce the environmental impact of their products and services.

Supplier Diversity and Inclusion

Mitie encourages a diverse supply chain that strengthens innovation and economic inclusion.
Suppliers should:

- Demonstrate diversity in ownership, leadership, or workforce.
- Work with SMEs, VCSEs, and minority-owned businesses.
- Actively monitor and improve DE&I performance.

Category-Specific Expectations

Different procurement categories have distinct risks and best-practice requirements, and Mitie will work with suppliers to develop detailed category guidance.

Examples include:

- **Cleaning products:** biodegradable formulations, refill systems, chemical-reduction evidence.
- **Technical M&E:** refrigerants with low GWP, high-efficiency equipment, take-back schemes.
- **Catering**: sustainable food sourcing, food-waste reduction.
- **Uniforms/Textiles**: ethical sourcing, no PFAS, recycled fibres.
- **Fleet & Transport**: EV-first, ULEV compliance, telematics data.

We want to work with suppliers that look at ways to minimise impact in these areas as part of their daily activities:

- **Waste management**: Waste materials arising from delivery of Goods and services will be disposed of in accordance with the appropriate laws and regulations. Suppliers will minimise waste generated and maximise reuse and recycling of waste generated
- **Energy, Fuel and Water usage**: Suppliers are expected to minimise energy, fuel and water usage associated with delivery of goods and services.
- **Emissions to air**: Suppliers must minimise polluting emissions to air associated with delivery of goods and services
- **End of life**: The Supplier and its supply chain will ensure that the environmental impact associated with disposing of items that reach the end of their useful life (through accident or age) is minimised
- **Timber:** All timber products, including paper, will be obtained from certified sustainable sources such as FSC and PEFC.
- **Government & Public Procurement Contracts**: Where a Government Buying Standard exists for the goods being purchased the Supplier must comply with either the current 'Mandatory' or 'Best Practice' specifications as set out in the relevant Government Buying Standards' specification.

Supplier Reporting and Data Requirements

To support Mitie's ESG reporting and CSRD readiness, suppliers must provide:

- Publicly report accurate emissions data (Scopes 1–3 as applicable).
- Evidence of environmental and social claims.
- Regular updates on sustainability performance.
- Primary data wherever available, with clear methodological explanation.

Suppliers engaged under the SMF programme must:

- Participate in EcoVadis assessments.
- Share annual revenue and emissions data.
- Commit to continuous improvement plans.

Supplier Performance Management

Mitie will evaluate suppliers on sustainability, quality, compliance, and innovation through:

- Balanced scorecards.
- Regular contract reviews.
- Improvement plans where required.
- Recognition of high-performing suppliers through case studies and preferred-suppliers
- Suppliers who fail to meet expectations may be reviewed, supported with action plans, or removed from the approved supply chain.

Collaboration, Innovation and Continuous Improvement

Mitie believes meaningful progress requires partnership. Suppliers should:

- Share innovations that reduce carbon, improve efficiency, or enhance social value.
- Engage in knowledge-sharing through the Supply Chain Sustainability School.
- Participate in pilots and collaborative initiatives.

Future-Proofing Supplier Requirements

As Mitie prepares for CSRD, UK Sustainability Reporting Standards and enhanced assurance, suppliers should expect the following future requirements:

- Expanded environmental reporting (water, pollution, biodiversity, circularity).
- Enhanced social reporting (diversity, pay gaps, worker wellbeing, training hours).
- Stronger audit and assurance expectations.
- Alignment with double-materiality principles.
- Suppliers are encouraged to begin developing their own ESG governance and reporting structures.

Mitie's Sustainable Procurement and Social Value expectations continue to evolve as we raise standards across our operations and the wider supply chain. This enhanced guide outlines the behaviours, data, improvements, and innovations we expect from our suppliers as we work together to create a resilient, sustainable, and socially responsible supply chain. We look forward to collaborating with suppliers who share our ambition to deliver meaningful, measurable impact for **people**, **communities**, and the **planet.**