

Purpose and Scope

This policy supports our strategic direction together with our aims in terms of delivering and meeting the requirements and expectations of our clients, customers, and stakeholders. To do this we promote a continually evolving culture of Quality and improvement at all levels and within all the Business Units that form part of our company and supply chain portfolio.

Policy Statement

As a business we operate and deliver our services within many diverse countries, environments, and areas but always we remain mindful and focused on the needs, requirements, and expectations of our clients, customers, stakeholders and interested parties for a consistent, market leading and sustainable quality of service.

Our business wide culture of Quality is something we ensure is continually communicated and understood to ensure it is owned and delivered by every person or supplier chain partner working within the scope of influence of our Quality Management System. To this end, all levels of our company leadership shall embrace and demonstrate commitment to deliver this policy statement and its requirements, and objectives

Objectives

Our primary objective is to ensure that we meet and deliver our strategic goals, contractual and legal responsibilities, to all our customers, stakeholders, and supply chain. To support us in delivering this policy we are committed to the following quality objectives:

Customer/Stakeholder focused: Identify and understand our customers' and stakeholders' requirements and expectations, measure and evaluate customers' perceptions and use that data to implement and drive improvements.

Relationship Management: Enable, empower, and engage our people at all levels to ensure they deliver the requirements of this policy within a culture of quality to drive Improvement in our operational performance.

Engagement of people: Increase the motivation and skills of our people to add value to our business, and for our customers and stakeholders, by regular training and competency evaluations.

Leadership: Ensure our Leaderships Teams embed our QUEST, Quality Culture program, and any other improvement initiatives including the Live Safe Program, Social Responsibility and Company Ethics policies correctly into our business.

Process and Improvement: Continually monitor and improve all aspects of our Quality management systems along with any associated business systems

Planning effectively:

As an organization, we will be as a minimum, registered to the Quality Management (ISO9001:2015), Environmental Management (ISO14001:2015) and Occupational Health and Safety (ISO 45001:2018) standards. The scope of these registrations shall, where applicable, ensure that all necessary Mitie businesses fall under one Group registration unless it is more operationally practicable or a strategic requirement to have their own individual registration.

All Business objectives shall be set and aligned to the relevant Mitie' Group Business objectives, and the requirements of this policy. These shall consider the business' significant risks, Regulatory and legal obligations and other applicable or stated requirements. Programs and measurable processes shall be established for achieving stated targets and wider objectives.

Managing our activities: Our Integrated Management System (IMS) harmonizes all procedural aspects of our management systems and is supported and driven by having the right resources, infrastructure, processes, and procedures in place. All people working for or on behalf of Mitie' shall be adequately trained and competent to do their jobs.

The work they carry out shall be reviewed and evaluated, not only to ensure their competency but also to make sure that they are aware of the relevance, importance, and expectations of their roles, and how they contribute to achieving the requirements of this policy, related objectives, and all applicable documented procedures.

Assessing our performance and compliance: Monitoring, measuring, and evaluating our performance shall be carried out by various means including (but not limited to) both internal and external audits, Management Review, and corrective and preventative action management and where applicable Root cause Analysis.

Evaluation of our compliance to regulatory, legal, and other stated requirements shall be undertaken on a regular basis to ensure these obligations are considered, met and managed accordingly.

Driving and promoting continual improvement: Meaningful, achievable, timely and sustainable Objectives and targets shall be set at all appropriate levels of the business and used to drive continual improvement in our IMS and service delivery provision. Regular reviews on the ways in which we work shall be carried out to identify Risks and the opportunities for improvement that underpin and sustain the success of our organization.

Responsibilities

The **CEO** shall be responsible for:

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

The **Group Quality and Assurance Director** shall be responsible for:

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

- Shall appoint a team of Quality representatives to drive and support all applicable aspects of this policy

Functional Directors shall be responsible for:

- Adequate and demonstrable communication of this policy statement and its requirements
- Ensuring that functional procedures meet the requirements of the Mitie' management systems structure and arrangements manual; and
- Taking accountability for the effectiveness of the inputs and outputs under their control and direction.

Divisional/Business Managing Directors shall be responsible for:

- Adequate and demonstrable communication of this policy statement and its requirements
- Ensuring that this policy, together with supporting strategies and procedures, are distributed, implemented and complied with.
- Ensuring that the resources needed for complying with this policy are available.
- Ensuring that their management systems meet the documented requirements set out in the Mitie integrated management system and
- Leading by example in protecting the Mitie' brand and championing improvement, and knowledge sharing across the divisions.

Managers shall be responsible for:

- Adequate and demonstrable communication of this policy statement and its requirements
- Implementing and enforcing the processes and procedures.
- Ensuring that their people are aware of their responsibilities and receive appropriate training.
- Promoting continual improvement.

Employees are responsible for:

- Supporting and delivering the requirements of this policy and all applicable processes and procedures implemented across the business.
- Identifying any breaches of this policy and reporting them to their line manager.

What will successful implementation of this policy achieve?

- Giving assurance that we can achieve our intended results.
- Enhancing desirable outcomes and preventing, or reducing, undesired effects.
- Considering processes in terms of added value.
- Understanding and consistency achieving customer satisfaction
- Improving processes based on evaluation of data and information.



Phil Bentley
Chief Executive Officer
Mitie Group plc

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