

# G4S plc



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# Agenda

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- Introductions
- Update on the new CSR Committee
- Stakeholder engagement
- 2009 progress and CSR goals for the future
- Questions

# CSR Committee

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# Corporate Social Responsibility

## Demonstrating our ethical credentials

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### Customer Focus

We have close, open relationships with our customers that generate trust and we work in partnership for the mutual benefit of our organisations

### Expertise

We develop and demonstrate our expertise through our innovative and leading edge approach to creating and delivering the right solution

### Best People

We always take care to employ the best people, develop their competence, provide opportunity and inspire them to live our values

### Teamwork & Collaboration

We collaborate for the benefit of G4S as a whole

### Integrity

We can always be trusted to do the right thing

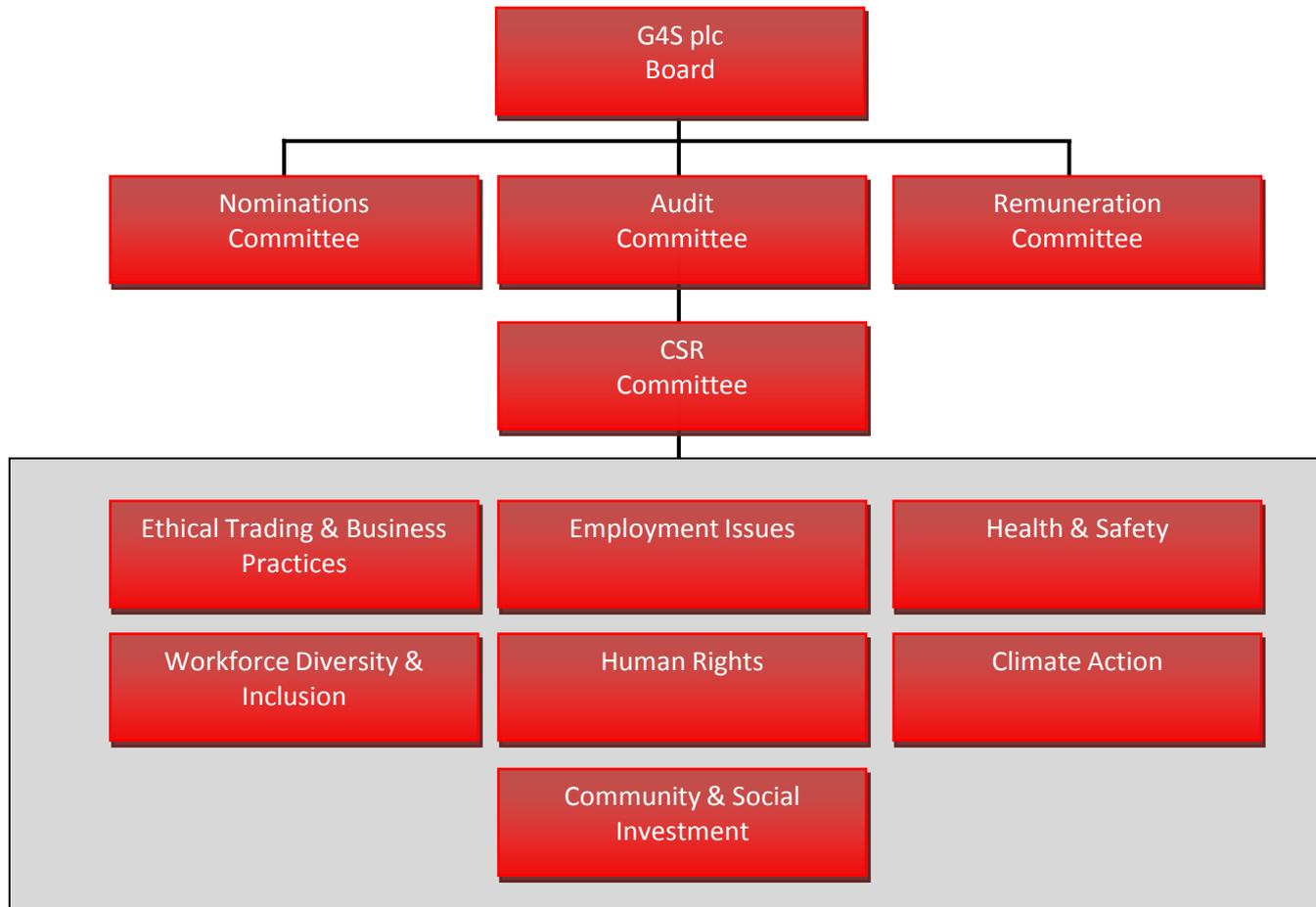
### Performance

We challenge ourselves to improve performance year-on-year to create long term sustainability

# Corporate Social Responsibility

## CSR Committee

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# CSR Committee

## Duties

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- Review the group's CSR strategy to ensure remains an integral part of overall strategy and ensure group policies are aligned
- Develop and recommend policies for acceptance by Audit Committee on all CSR issues
- Review activities from executive and specialist groups managing CSR issues
- Monitor compliance with CSR policies and review performance against targets
- Review the integration of CSR policies within the broader risk management and reputation management priorities
- Develop effective two-way communication internally on CSR issues
- Review CSR issues during M&A due diligence
- Review best practice and benchmark where appropriate

# CSR Committee

## M&A or Project Checklist

<p><b>Political</b></p> <ul style="list-style-type: none"> <li>• What is the country's record on human rights?</li> <li>• How stable is the political environment? <ul style="list-style-type: none"> <li>- Democracy?</li> <li>- Dictatorship?</li> <li>- Other?</li> </ul> </li> <li>• How is the national government viewed by other nations?</li> <li>• What advice is given/is the view of the foreign ministries in the UK, Denmark &amp; the US on the country, contract, partner or customer?</li> <li>• What is the United Nations view on the country and its regime?</li> <li>• What is the attitude of the local government to private sector outsourcing of government functions?</li> <li>• What is the view of the United Nations on the sovereignty of the territory/border of the proposed site/contract?</li> <li>• Are there any treaties or trade exclusions in place which would affect the ability to do business in the country?</li> </ul>	<p><b>Economic</b></p> <ul style="list-style-type: none"> <li>• Which international organisations operate in the country or market sector and what is their feedback on the integrity of business environment?</li> <li>• What is the current level of foreign investment into the country?</li> <li>• What is the GDP growth (historical and forecast) for the country?</li> <li>• What is the outlook for inflation or currency stability in the country?</li> </ul>	<p><b>Social</b></p> <ul style="list-style-type: none"> <li>• What is the view of the OECD on the country and its regime?</li> <li>• Is there any pressure from NGO's or lobby groups (e.g. Danwatch, Amnesty International) against the country, partner, investor or customer?</li> <li>• What is the view of the local general public on the proposed partner, investor or customer?</li> <li>• How does the international press represent or comment on the country, partner, investor or customer?</li> <li>• What is the track record of the partner, customer or investor?</li> <li>• Is any investment is going to be made in the local community as a result of the new contract? – new jobs created, support for local charities, etc</li> <li>• Are their likely to be any issues raised by unions, UNI or other staff representatives over labour rights, union representation or minimum wage?</li> <li>• What are the views of ethical investment groups on the contract, territory, country (e.g. EIRIS, GES, etc)</li> </ul>
	<p><b>Environmental</b></p> <ul style="list-style-type: none"> <li>• What is the environmental impact of the contract (particularly in relation to DCMF-type facility build and manage)?</li> <li>• What "green" plans are in place for the development of the project or contract?</li> </ul>	<p><b>Legal</b></p> <ul style="list-style-type: none"> <li>• What is the country, partner, investor or customer's track record on bribery &amp; corruption? (ref: Bribery Bill)</li> </ul>

# Stakeholder engagement

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# Stakeholder engagement

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- **Customers**
  - Conducting customer feedback study in 2010 – to understand business issues and provide solutions
- **Employees**
  - One of the largest ever global employee surveys conducted in 2009
- **Employee representatives**
  - UNI partnership since 2008 and constructive relationships with Works Councils, unions and other employee representatives around the world to improve standards for employees and ensure issues dealt with appropriately and consistently
- **Investors**
  - Committed to regular discussion and consultation with investors and screening agencies
- **Industry Associations**
  - Managers play key role in improving standards and sharing best practise

# Corporate Social Responsibility

## 2009 Progress & CSR Goals

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**Safeguarding our integrity**

**Securing our workforce**

**Securing our environment**

**Securing our communities**



# Safeguarding our integrity

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## G4S Business Ethics

### Implementation

Employment  
Examples

Human Rights  
ILO

Conventions  
Health & Safety

Governance  
Examples

Bribery and  
corruption

Legal compliance  
Accounting standards

Annual policy  
review

CEO  
communication

Personal  
endorsements

Business cascade

### Embedding

On-boarding

Audit

Whistle-blowing

Management  
and risk  
reporting

# Safeguarding our integrity

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## Achievements

- 116 internal audits
- 36 financial reviews
- Personal commitment from every senior manager
- Commitment to cascade from every business

## Goals

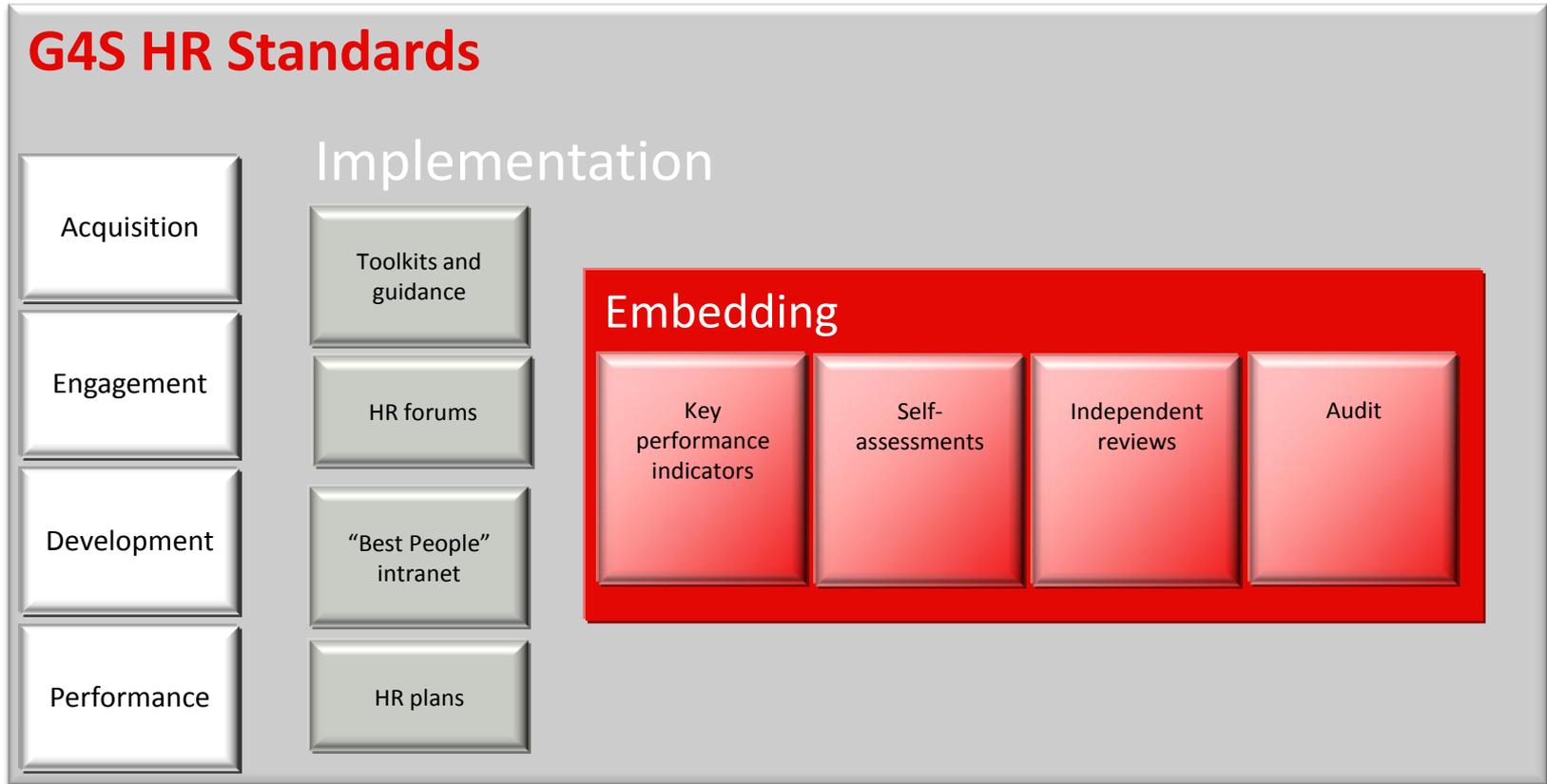
- Review the policy on an annual basis
- Ensure managers are aware of obligations
- Conduct annual on-site audit of major businesses
- Conduct audit every 3 years for other businesses

## Next Steps

- Review Business Ethics Policy in context of Ruggie framework and Bribery Act
- Develop training processes following 2010 policy update

# Securing our Workforce

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# Securing our workforce

## Employee engagement

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### Achievements

- 169,000 participants in largest survey of its kind
- 80% would recommend G4S as an employer
- First global union agreement by a British company

### Goals

- Action plans following 2009 survey
- Global employee survey every 2 years
- Global agreement roll-out within 3 years

### Next Steps

- Continue working with UNI on current roll-out
- Agree next phase of implementation
- Implement training framework for first line managers

# Securing our workforce

## Diversity & inclusion

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### Achievements

- Rolled out strategy model and toolkit to achieve diverse and inclusive businesses
- Recognised for best practice in developed and developing markets

### Goals

- 20% of talent pools to be female
- Improve board diversity
- Increase local management presence in developing markets

### Next Steps

- Complete self-assessment by each business using D&I strategy model
- Increase supply chain diversity awareness
- Tactical advances supporting overall strategy

# Securing our workforce

## Health & safety

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### Achievements

- Re-defined H&S strategy and set market-leading group-wide standards
- Established group and regional H&S networks
- Undertook H&S assessments in critical countries

### Goals

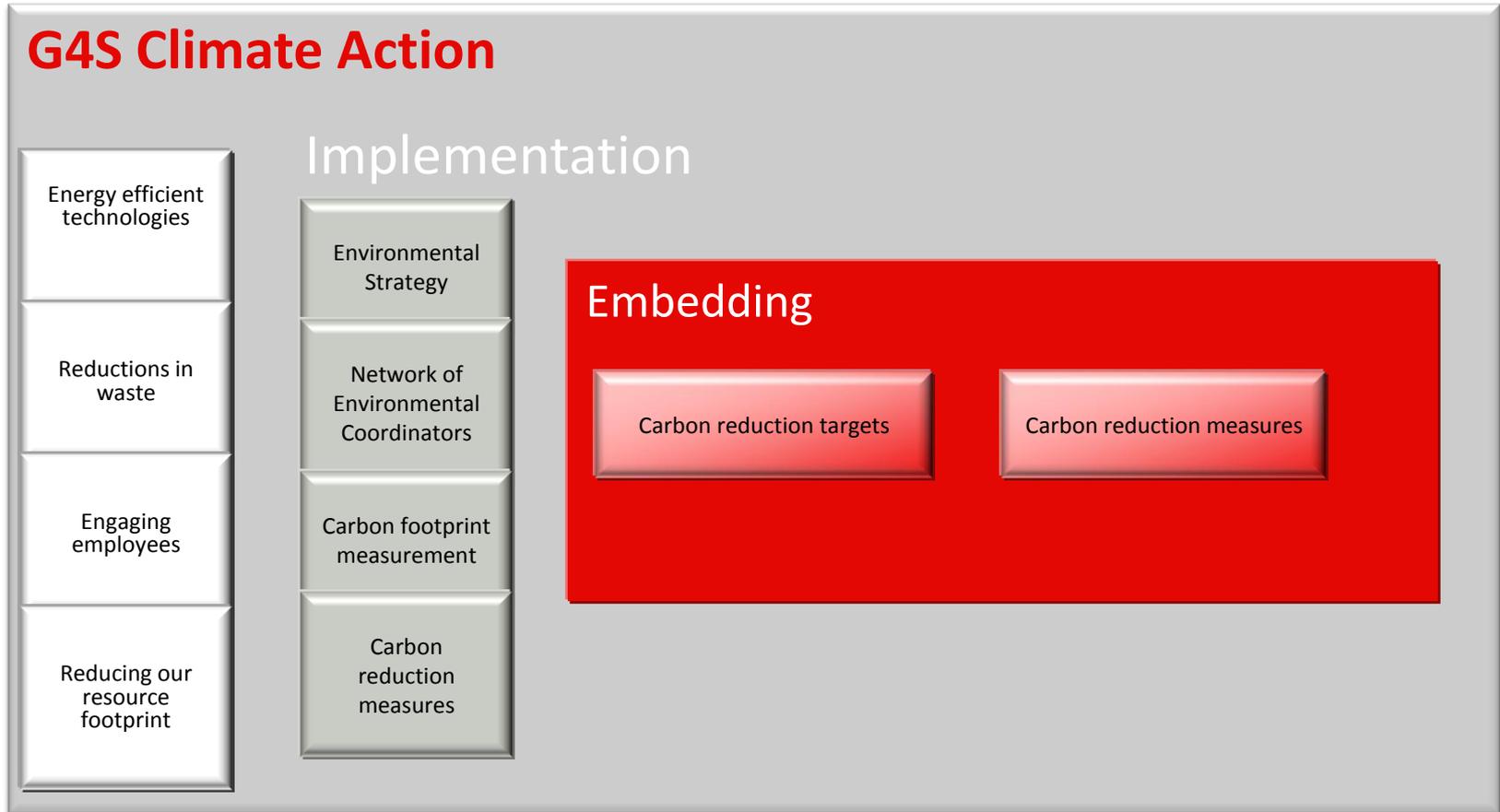
- Complete H&S self-assessment in all businesses
- Ensure action plans in place to achieve appropriate level in every business
- Implement robust H&S KPIs

### Next Steps

- Complete reviews of all “critical countries” in G4S
- Develop training materials to support change in H&S culture across all markets
- Promote H&S approach within G4S and beyond

# Securing our environment

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# Securing our environment

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## Achievements

- The G4S Board approved a three-year environmental strategy
- Measured the carbon emissions of businesses representing 94% of the group

## Goals

- Reduce annual carbon intensity measured against revenue by 4.5% each year from 2010 to 2012

## Next Steps

- Further implementation of carbon reduction measures to reduce carbon intensity
- Review options for third-party verification of carbon footprint

# Securing our communities

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## G4S Community Investment

### Implementation

Seeking to make a positive impact on our local communities

Four G4S plc community projects

G4S 4teen

Helping to improve the health, education, welfare and support of children and young people and their families

Over 100 local community initiatives

Match It

### Embedding

Community Investment Strategy

Fifth G4S plc community project in Athens

Assessment of our current community investment and impact

# Securing our communities

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## Achievements

- G4S 4teen – Supporting 14 young sportsmen and women in developing countries
- Delivery of over 100 local community initiatives around the globe
- G4S plc funded Community programmes
  - Children's Home in China
  - Tree-planting programme in Malawi
  - Gifts 4 Schools in Jamaica
  - School for underprivileged children in India
  - Ark of the World in Greece

## Goals

- To carry out an assessment of our current community investment and impact by the end of 2010 with a view to increasing our investment over time

# Q&A

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