



# Securing Your World

UK & Ireland Corporate Social Responsibility Report 2008



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# Welcome

G4S is committed to being a good corporate citizen as we believe it helps us to achieve our business goals and build a sustainable business for our current and future stakeholders. We aspire to account for the economic, social and environmental impact of our business, aiming to maximise the benefits and minimise any negative impact in the areas where we can make a real difference.

We are also committed to reporting our Corporate Social Responsibility (CSR) performance in a transparent manner which satisfies the needs of all our stakeholders, both internal and external. In 2008, as a first step on this journey, we published our first stated CSR Policy (opposite), which outlines the principles which underpin our strategy and activity.

This year we are pleased to publish the first G4S UK & Ireland CSR Report, which reviews how we have performed during 2008, highlights some examples of what we are doing and what our aspirations are for 2009.

2008 was an important year for our business. Through a number of significant acquisitions, including ArmorGroup, GSL, Rock Steady and TLCS, and the development of our existing businesses we established ourselves as one of the UK's leading companies.

This growth strengthened the diversity of services we offer our customers and increased our employee numbers in the UK by a third. Due to our acquisitions, some of the data we would have liked to report on has not been available for all UK businesses in 2008. Our goal is to ensure that our measurement and reporting systems are more robust by the time we report to you in 2009.

As the largest security company within the UK, G4S faces a unique set of challenges and opportunities. We are in a sector where there are, unfortunately, inevitable risks. Therefore, we continue to further improve our health and safety and employee protection systems to support the health and wellbeing of our people.

We have also continued to work closely with communities, the police and justice services in order to reduce the number of attacks on our employees and criminal activity in the community at large. 2008 saw the continuation of our main community programmes and the launch of a number of exciting new initiatives.

Climate change has become a critical issue in recent years and is a key concern of our stakeholders. In 2008 we concentrated our efforts on our cash business, which has the most significant environmental impact due to its 2,000 cash in transit vehicles. In 2009 we intend to improve the environmental performance of all our businesses across the UK and Ireland.

We hope you find this report interesting and stimulating and we welcome your feedback. We look forward to reporting on our progress in the future.



**Ian Nisbet**  
Chief Executive  
G4S Cash Services  
UK & Ireland



**David Taylor-Smith**  
Regional President and CEO  
G4S Secure Solutions  
UK & Ireland

# G4S Corporate Social Responsibility (CSR) Policy

G4S recognises that our business activities have direct and indirect impacts on the communities and environment in which we operate. We endeavour to manage these in a responsible manner, believing that sound and demonstrable performance in relation to corporate social responsibility is a fundamental part of business success.

G4S is committed to respecting the interests of all our stakeholders. These include shareholders, employees, customers, business partners and the community. By integrating the following principles within our core business activities we hope to not only provide solid financial performance but also make a positive contribution to the wider community and environment in which we operate.

## General Business Practices

- As a minimum, conduct all business in compliance with relevant legislation.
- Conduct all business in a fair and ethical manner.
- Ensure corruption does not exist in any form.
- Report CSR activities in an accountable and transparent manner.

## Labour Practices

- Respect the standards outlined in the Universal Declaration of Human Rights.
- Promote equality and diversity.
- Provide a working environment that ensures the health and safety of employees.
- Offer relevant training to enable employees to fulfil their potential.
- Respect the right to freedom of association and collective bargaining.

## Community Engagement

- Offer suitable employment opportunities within the local communities in which we operate.
- Help build safer communities in the areas we operate by engaging with young people and employees through sport and with young people at risk, offenders and ex-offenders in sport related activities to help them lead purposeful lives and contribute to reducing re-offending.
- Provide assistance to a range of charitable causes and community initiatives.
- Support employee volunteering and engagement with community activities.

## Environmental Performance

- Measure and manage energy use and set targets to reduce consumption.
- Measure and manage waste streams and set targets to increase recycling rates and reduce waste going to landfill.
- Measure and manage water use and set targets to reduce consumption.
- Minimise disturbance to the natural and built environments in which we operate.

## Supply Chain Management

- Work with suppliers to deliver the objectives of this policy throughout our supply chain.
- Ensure the procurement strategy reflects the commitments outlined in this policy.

It is the responsibility of the appointed management team or steering committee to implement this policy. This policy will be reviewed annually to ensure it reflects the current interests of our stakeholders. Stakeholders are encouraged to provide feedback on the nature and operation of the Corporate Social Responsibility Policy.



# Who we are

G4S\* is the world's leading international security solutions group, which specialises in outsourced business processes in sectors where security and safety risks are considered a strategic threat. With operations in over 110 countries, we are the largest employer quoted on the London Stock Exchange, with more than 570,000 employees.

G4S is the largest security services and cash management company in the UK and Ireland. We have around 40,000 employees and reported turnover of £1.4 billion for 2008. More than 10,000 customers, including 50 FTSE 100 companies and the majority of UK Government departments, depend on G4S to provide them with a safe and secure way to deliver their services.

In 2008, the services we offered to our customers were significantly expanded through the acquisitions of a number of companies, including: Rock Steady, Europe's leading event management company; TLCS, a global visa services company; GSL, a market leader in care and justice services; and ArmorGroup, a leading provider of defensive protective security services.

## HIGHEST LEVEL OF BUSINESS ETHICS

The foundation of our policy for good corporate citizenship lies with our employees – we are well aware that the organisation's future success is being driven by the performance of our employees.

Our Business Ethics Policy is distributed to each manager on appointment: they must then make a declaration of their personal commitment to act in accordance with and uphold the standards in the policy.

This policy seeks to establish best practice guidelines for all the various businesses within the organisation. This covers a number of important ethical areas including human rights, health and safety, employee relations and equal opportunities and diversity.

\* See page 17

## OUR VISION AND VALUES

The G4S purpose 'Securing your World' reflects our global promise to our different stakeholders to contribute to their success by taking responsibility for their safety and security.

G4S has a clear corporate vision which is communicated widely to ensure our people are clear about the strategy of the organisation and their role in its delivery. We also have a strong set of shared values which we consider critical as they show our people what is expected of them and our other stakeholders what they can expect from us. Each value has a senior executive owner within the organisation, responsible for driving through its implementation.

## OUR VALUES:

**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.

**Performance:** we challenge ourselves to improve performance year-on-year and to create long-term sustainability.

**Best people:** we always take care to employ the best people, develop their competence, provide opportunity and inspire them to live our values.

**Integrity:** we can always be trusted to do the right thing.

**Collaboration and teamwork:** we collaborate for the benefit of G4S as a whole.

In the UK and Ireland G4S provides a wide range of services including:

- assessment and inspection
- aviation security
- cash management
- children's services
- court services
- detention and escorting
- education services
- Gurkha services
- healthcare services
- immigration services
- integrated facilities solutions
- kidnap for ransom response
- meter reading
- monitoring and response
- offender management
- ordnance clearance and disposal
- police support
- protective security
- rail and maritime services
- risk management
- screening and vetting
- security services
- security systems
- SPV management
- technology
- training
- visa services.



# Looking after our people



In December 2007, G4S employed 30,000 people across the UK and Ireland. By December 2008, this number had increased to around 40,000. Although this significant growth presented some challenges, it has also brought huge opportunities with a wealth of new ideas, fresh energy and thinking.

Every day our people do amazing jobs in often challenging and difficult circumstances: from calming angry prisoners to protecting diplomats to ensuring the safe delivery of cash. There can be few companies whose people have greater responsibility than ours. They handle situations with great customer focus, passion and care.

G4S recognises that, as we provide services for customers in often challenging circumstances, our people are the public face of the company. We therefore work hard, using our values as a common thread, to ensure we attract, retain and develop the right talent at all levels and to help us in our ambition of constantly exceeding our customers' expectations.

## DIVERSITY

Diversity is already a source of strength for G4S in the UK and Ireland and one that gives us a key competitive advantage.

We want to build an inclusive working environment in which our people can thrive and reach their full potential regardless of race, sex, religion or beliefs, disability, marital or civil partnership status, age, sexual orientation, gender identity or expression.

Our policies and practices are written to ensure that people understand what is required, the importance of complying and the consequences of not doing so. We encourage our people to report suspected discrimination or harassment by using formal procedures laid out in our antibullying, whistleblowing and Dignity at Work policies. We also have a telephone helpline which allows disclosures to be made in confidence.

As a security company, with a clear weighting towards traditionally male-dominated occupations, we face challenges in driving the diversity and inclusion agenda. However, we work hard on this as part of normal business practice and in 2008 signed an agreement with Remploy, a specialist employment services organisation. This agreement will open up opportunities for people with disabilities and health conditions to work at more than 1,000 sites operated by Trillium and provided with security services by G4S.

However, there is still much to be done to raise awareness of the business benefits of diversity, and to implement strategies to harness these benefits. Therefore at the end of 2008, the role of Group Head of Diversity and Talent was created to develop and implement a diversity strategy across G4S globally.

## TRAINING AND DEVELOPMENT

We invest heavily in the training and development of our people and are members of both the Security and Justice Sector Skills Councils. We have worked in partnership with these Councils to develop National Vocational Qualifications which are recognised and applied across the markets in which we operate. Employee training and development is provided at all levels and in many different formats:

- As the majority of our people have to be licensed to work, we pay for and issue them with licences following the successful completion of mandatory training programmes. In 2008 we paid for over 2,700 SIA licences.
- We have a dedicated training academy and training centres for our security and cash operations. These training facilities are equipped for on-line learning and simulation exercises while training is delivered by those with accredited training qualifications and operational expertise.
- We have also introduced trainers with 'Roving Training Status', as approved by Skills for Security, to provide continuation training across our sites.
- Since its launch in 2007, 117 operational employees in the UK cash business have completed the 'Bridging the Gap' programme and 20 have been appointed into their first line management roles.

And, to ensure that our managers do not forget what it is like at grass-roots level, there is the opportunity for them to spend at least one day a year going 'Back To The Floor'. In 2008, 495 employees took part, including the CEO and every member of the executive management team in our security business.



Terry Goodman



Kerry Chater



Adrian Kennedy and Mark Saunders

## Looking after our people

### COMMUNICATION

Our employees are part of the G4S success story and have helped build what is now a global brand. Therefore we take every opportunity to update them with news of the company's successes and examples of best practice to make sure that they are engaged and feel part of these achievements. We communicate with our people in a number of ways including:

- Over 200,000 copies of internal newspapers/magazines delivered to employees in 2008.
- The intranet – news, policies and information available to over 7,700 office-based employees.
- An employee self service portal – enabling 15,000 employees, often working in remote locations, to carry out business processes, complete routine correspondence online and get up-to-date information on organisational issues.
- Three roadshows a year at ten locations across the UK and Ireland for 1,000 managers in our security business.
- Executive roadshows delivered to all operational employees working in our cash business UK wide.

In order to develop and grow our business we depend on our people to deliver excellent service every day and in every way. Based around the G4S values, our recognition awards seek to celebrate some of the amazing and courageous things our people do to help secure our customers' worlds.

This year we celebrated the achievements of hundreds of outstanding people who had made a significant contribution to the business, their colleagues or customers. Some notable awards include:

- Terry Goodman, who was awarded an Australian Bravery Medal and a Royal Humane Society Silver Medal, for rescuing a colleague from a destroyed vehicle while suffering significant injuries and while under attack from Iraqi insurgents.
- Kerry Chater, a security officer from Kent, who was named Security Officer of The Year for providing consistently excellent and reliable service to Pfizer for ten years.
- The Nine Elms team, including Adrian Kennedy, Branch General Manager; and Mark Saunders, Cash Centre Manager; who won the Teamwork & Collaboration award within the cash business for the way they worked together to open a new state of the art cash facility in South London. Transferring operations from two former branches, without any disruption to customers, an achievement praised by the Bank of England.

### REPRESENTING OUR EMPLOYEES

Across G4S, we engage in genuine and active dialogue with a wide range of social partners, and have more than 70 formal relationships currently in place with trade unions around the world.

In the UK, our relationship with the GMB, one of the UK's largest unions, has continued for more than 40 years. In Ireland, our relationship with SIPTU is equally well established.

Our relations with our employees and their representatives are extremely important. We have established global minimum standards for employee relations, which set out our commitment to principles such as the ILO Core Labour Standards and the UN Universal Declaration of Human Rights.

We are fundamentally committed to constructive social dialogue and believe that long-term partnerships with employees and their representatives, including trade unions, can help us raise standards wherever we operate.



Internal communications



“ Every day our people do amazing jobs in often challenging and difficult circumstances: from calming angry prisoners to protecting diplomats to ensuring the safe delivery of cash. There can be few companies whose people have greater responsibility than ours. They handle situations with great customer focus, passion and care. ”



Swords of Honour

## Looking after our people

### ETHICAL EMPLOYMENT PARTNERSHIP

In 2008, we launched our Ethical Employment Partnership which will protect the needs of our employees, customers and shareholders. It will also drive improvement in employment standards across the global security industry. We reached the agreement with UNI, the global union federation, to ensure that employee and union rights are respected throughout the company.

The agreement aims to drive through improvements in industry standards, employment conditions and wages, and have a positive effect not only on the company's employees but on their families and the communities in which they live and work. It also recognises that a company's social and ethical responsibility should cross borders. This will help us to ensure that our ethical policies relating to employment are fully implemented.

### HEALTH AND SAFETY

G4S plc has a health and safety policy which acts as a minimum standard for all G4S companies. In adopting these standards, we seek to create a workplace which enables employees to feel safe and secure and where management takes a proactive interest in employee welfare.

G4S has invested millions of pounds in crime prevention measures to protect our employees: providing retail security officers with enhanced physical protection training; and using the latest technologies in security equipment and tailored body armour to protect cash in transit couriers.

The investment in health and safety by G4S hasn't gone unnoticed. In 2008, six G4S sites were awarded coveted Swords of Honour by the British Safety Council: HMP Rye Hill, HMP Altcourse, HMP Wolds, Manchester City Magistrates Court, GCHQ and Nuffield Orthopaedic Centre.

#### Health and safety incidents in 2008

No. of minor employee accidents .....	<b>2,092</b>
No. of serious (RIDDOR) employee accidents .....	<b>390</b>
No. of employee fatalities .....	<b>3</b>

Sadly, during the year one of our employees had a fatal heart attack at the wheel of a company vehicle and two employees were killed by an Improvised Explosive Device while on duty travelling in a vehicle in Iraq.



### Case study

#### G4S and GMB Criminal Attack Fund

In 2008, our UK cash business, with the GMB Union, launched a fund to provide financial assistance to employees who suffer serious injury as a result of a criminal attack at work.

The Criminal Attack Fund, the first fund of its kind in the industry, will make awards to employees based on the effect of an injury to the employee. The Fund is fully financed from the savings resulting from the Subsistence Payment Scheme which was introduced in 2007. During 2008, two employees had cause to call upon the financial assistance provided by the fund.

Vernon Coaker MP, Home Office Minister, said, "This is an encouraging example of the industry and trade unions working together to ensure the full well-being of its staff and members."

“In 2008, six G4S sites were awarded coveted Swords of Honour by the British Safety Council: HMP Rye Hill, HMP Altcourse, HMP Wolds, Manchester City Magistrates Court, GCHQ and Nuffield Orthopaedic Centre.”

# Supporting the community



G4S has the potential to create a real impact for the communities in which we operate. We recognise our ethical responsibility to our employees, customers, suppliers, investors and local communities and strive to be a good corporate citizen at all levels.

## INVESTING IN THE COMMUNITY

G4S really gets involved in the communities in which it operates and actively encourages employees to do the same. Our people show enormous energy and commitment in investing their time, effort and skills in supporting great causes from charity bike rides, sponsored marathon runs, hill treks or abseiling.

The G4S Sponsorship Matching programme aims to help employees and the projects they support by offering to match funds of up to £1,000 raised by them for good causes, related to the principles laid down in our CSR Policy, in the communities in which they live and work. In 2008, G4S matched funds of more than £20,000 for local community projects.

In addition, our UK cash business introduced its own Sponsorship and Grants Initiative, giving more than 7,000 employees the chance to raise funds for local community good causes, national charities or projects by requesting a company donation. The SGI fund provided £6,900 in donations in 2008. We aim to support even more projects in 2009.

*In 2008, G4S matched funds of more than £20,000 for local community projects.*

In the G4S Corporate Social Responsibility Policy, we aim to integrate the following principles to make a positive contribution to the community in which we operate.

We aim to:

- Offer suitable employment opportunities within the local communities in which we operate
- Help build safer communities in the areas we operate by engaging with young people and employees through sport and with young people at risk, offenders and ex-offenders in sport-related activities to help them lead purposeful lives and contribute to reducing re-offending
- Provide assistance to a range of charitable causes and community initiatives
- Support employee volunteering and engagement with community activities.

## EXAMPLES OF SPONSORSHIP MATCHING IN 2008

Amount matched	Charity	G4S employees' fundraising activity
£1,000	Tadworth Childrens Trust	Ran the London Marathon to raise funds for the building of a rehabilitation centre
£1,000	Friends of Annalong Primary School	13,000ft parachute jump to raise money for an infant outdoor play area
£1,000	Penmeas School	40 mile sponsored bike ride to raise money for special playground equipment
£500	Redburn School	Fundraising to help to build a hydrotherapy pool for this special needs school
£1,000	Hampshire Fire & Rescue	Fundraising for schemes to divert young people from fire setting and anti-social behaviour
£1,000	Greenwich and Bexley Cottage Hospice	15 mile sponsored walk
£1,000	Ysgol Hen Felin School	Fundraising to buy a mini-bus for this special needs school
£1,000	Brighton Rugby Club	Fundraising for kit and coaching courses for under-8s



## Supporting the community

### Case study

#### Parc cadets

HMP & YOI Parc runs a variety of programmes aimed at breaking the cycle of re-offending. Programmes target a wide range of offenders and offences. Certain programmes look at key crimes such as drugs and sex offences, others are less offence focused and target individuals' offending behaviour.

In 2008, the Parc Cadets programme was introduced with the aim of preparing prisoners to join the armed forces, especially the army, after release. The programme is specifically for prisoners aged between 18 and 21 and on their first sentence of up to two and a half years.

The full-time, intensive course lasts 22 weeks. Each day begins at 6.30am with an hour of intensive physical training and includes numeracy and literacy skills, first aid training, Duke of Edinburgh Bronze Award, and IT skills.

#### Results

During the year, nine young offenders took part in the programme, six passed and two have provisional places with the armed forces when they are released.

### Case study

#### Partnership between G4S Jersey, Crimestoppers Jersey and Community Sports Development

To combat groups of young people loitering during school holidays, G4S in Jersey joined forces with Crimestoppers on the island to create a Community Sports Development programme of 'Come and play' events.

Delivered by the States of Jersey Education Sports and Culture's (ESC) Community Sports Development Department, the programme aimed to get young people aged 11 to 17 more active and reduce boredom and the risk of anti-social behaviour.

#### Results

In 2008, more than 500 youngsters took part in activities that included organised games of touch rugby, cricket and football. This was the first time that a project of this magnitude was delivered in Jersey.

“ This has been the biggest step towards getting a career that I have ever had. I am now staying in touch with the Army Careers Officers, so that when I leave prison I can join as quickly as possible. I know I will never return to my old lifestyle because of the course and I feel like a new person. ”

Successful Parc Cadet



**'Give it a Go'**  
**Judo**   
WITH G4S

**Case study**

**Youth Judo Programme**

In 2008, our security business made a significant investment to launch a Youth Judo Programme to encourage the children of employees to become involved with sport and, through judo, learn its core values of discipline and self-control while fostering physical fitness and a healthier lifestyle.

By providing subsidised judo lessons and making contributions towards kit, licensing and grading, we are also hoping to grow the sport in the lead up to the 2012 Olympic Games as well as supporting local judo clubs across the UK.

**Results**

At the time this report went to print, 140 children of employees had taken up the opportunity to get involved in judo.



## Supporting the community

### Case study

#### Rebuilding communities

Our Mine Action business operates globally, supporting sustainable humanitarian programmes to remove the menace of landmines and unexploded ordnance so that communities can rebuild their lives and economies in safety.

Our approach to mine action encompasses the need to build local and national capacity through comprehensive training, supervision and management. This ensures that we leave a legacy of expertise in the countries where we have been working.

#### Results

In 2008 our teams supported projects in nine countries including Afghanistan, Cyprus, Mozambique, Nepal and Sudan.

Over the year we employed and trained 300 local people, put 10 million m<sup>2</sup> of land back to productive use and cleared and destroyed over 100,000 landmines, unexploded ordnance and other explosive remnants of war.

### Case study

#### Charity partnership

G4S has been a key financial and management partner of the Bromley by Bow Centre for many years, providing support through a diverse range of partnership projects. We are a key customer for the centre's social enterprises and have helped generate significant revenues through the provision of products and services.

This highly innovative partnership with G4S offers a unique set of benefits which are about forming a core relationship and doing business together:

#### Results

In 2008, we supported the centre in a number of ways including placing orders with the centre's landscaping business to provide grounds maintenance to 26 schools across Tower Hamlets.

The centre has also delivered a range of learning and employment solutions for G4S employees working in Tower Hamlets.

“ In 2008...we employed and trained 300 local people, put 10 million m<sup>2</sup> of land back to productive use and cleared and destroyed over 100,000 landmines... ”

# Protecting our society

As part of our commitment to help build safer communities G4S is integral to efforts to reduce crime, manage those who have offended and reduce reoffending. We provide a range of critical services to support front line policing and release officers to focus on their core duties; we secure more than 300 police and court custody suites; we manage four prisons and three secure training centres; we manage the secure escorting of over 750,000 prisoners and detainees each year; and we monitor more than 12,000 offenders in the UK using electronic tags. We strive to achieve a balance between the need to provide security and protection for the communities in which we operate and decency and dignity for those in our care.


**Case study**

**Working for safer communities**

Christmas is a particularly busy time for our cash business, and unfortunately with this period comes an inevitable increase in opportunistic crime committed against the general public and businesses in every community.

By providing a supply of specially commissioned beer mats to strategically selected locations, G4S encouraged local businesses to make a difference to their communities by raising awareness of the Crimestoppers anonymous 0800 number.

**Results**  
A total of 264,000 mats were distributed to over 1,300 pubs, clubs and bookmakers in Central Manchester and key London Boroughs in time for the Christmas period. Every call made to Crimestoppers is a step towards tackling crime, and we thank the local businesses who joined us by supporting this initiative.



**Case study**

**Offender rehabilitation programmes**

G4S carries out a wide range of programmes to reduce the rate of reoffending:

- A rail trackwork project began at HMP Wolds in 2006 and has now been introduced at HMP Rye Hill. This is the first course of its type to be run inside the walls of a closed prison and sees the participants work towards NVQs at level two in railway maintenance.  
**Results:** Some of the men who completed the course have been released and now work within the railway industry.
- A Vehicle Training Department was set up at HMP Altcourse in 2005 led by the Workshop Manager and a prisoner with motor trade experience and City & Guilds qualifications.  
**Results:** Eight young offenders now work in the shop, mentored by two adult prisoners under the direction of the Workshop Manager.
- A team at HMP Rye Hill processes and prepares audio visual and IT equipment for recycling.  
**Results:** In 2008, over 20 million items were processed.

**Case study**

**Working 'Smart' with the Metropolitan Police**

In December 2008 G4S worked to support the Metropolitan Police Flying Squad in its crackdown on commercial robberies over the festive period by providing Territorial Support Group (TSG) officers with ten SmartWater ultraviolet torches to help track offenders.

SmartWater is used to protect items such as G4S cash boxes. On attempting to break into the box, the criminal is unavoidably contaminated with SmartWater that is only visible under ultraviolet light.

This initiative formed part of Operation Quizzer, a package of activities by the Metropolitan Police, designed to deter opportunistic criminals and reduce the impact these crimes have on the local London communities.

**Results**  
Within the first 24 hours Operation Quizzer secured the arrest of 12 people, sending out a clear message to anyone involved in commercial robberies that they stand a higher chance than ever of getting caught.



# Protecting the environment



## ENERGY AND CLIMATE CHANGE

Climate change is the greatest environmental threat to face our society and requires action now to help prevent against the worst impacts and adapt. Many businesses, including those within G4S, face challenges from long-term depletion of fossil fuels and the substantial increase in energy costs.

Therefore in 2008 we published our first environmental policy and we also launched our Climate Action Programme, with the aim of accurately reporting and reducing our emissions of greenhouse gases.

We identified that our cash business has the greatest impact on the environment, due to its large estate and number of vehicles that operate throughout the country, and have introduced a number of measures to reduce this impact.

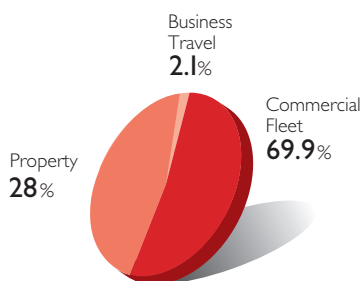
We are working hard to put the principles outlined in the CSR Policy into action. We are going beyond legal compliance to ensure our environmental reporting mechanisms are as accurate and reliable as possible. This will not only improve the quality of data but will also allow us to target our energy reduction initiatives more effectively over the next year.

Energy use in 2008		
Source	Consumption	Unit
Electricity	19,870,239	kWh
Gas	9,424,097	kWh
Heating Oil	226,537	kWh
Diesel*	12,376,571	litres
Petrol*	49,584	litres

Relates to G4S Cash Services only  
\* In our commercial fleet

## CO<sup>2</sup> EMISSIONS IN 2008

Total CO<sup>2</sup> Emissions: 47,665 tonnes



Relates to G4S Cash Services only

## ENERGY SAVING

In 2008, we installed smart meters in over 60% of our cash properties. These meters will allow us to accurately track the carbon emissions arising from our estate and identify where electricity is being wasted.

When building a new head office for AccuRead, recycling and the efficient use of energy were key considerations.

Throughout 2008 we have also been running an ongoing awareness campaign to encourage all employees to use all electrical equipment in the most efficient manner.

We are also working in partnership with our customers to turn off unused equipment and lights, using our security officers to switch off equipment as they patrol sites.

G4S acknowledges the inherent value of the natural environment. We recognise that our business activities have a direct and indirect impact on the environment and we will endeavour to manage these in a responsible manner. We are committed to a programme of continuous improvement to minimise our impact on the environment.

We aim to measure and manage:

- energy use and set targets to reduce consumption
- waste streams and set targets to increase recycling rates and reduce waste going to landfill
- water use and set targets to reduce consumption.

We also aim to:

- minimise disturbance to the natural and built environments in which we operate.

Energy efficient lighting has been installed in a number of trial sites across the cash business, consuming 30-40% less electricity than the old lighting. This has reduced the total electricity consumption of these properties by 10%. Annual CO<sup>2</sup> emission savings from just two properties with energy efficient lighting total 20 tonnes. We are now looking to roll this out across the UK and Ireland region.



### VEHICLES

It is not just buildings that have been addressed, vehicles used by employees across the country have also been examined.

We have an ongoing programme to replace our oldest and least efficient vehicles. In 2008 we replaced some 400 of the existing cash fleet for cleaner and more efficient vehicles, ensuring that all new vehicles over 3.5tonnes meet the Euro 5 emission standard before it becomes a legal requirement in late 2009. We have also introduced low-rolling resistance tyres and fuel additives to reduce emissions and fuel consumption.

When updating its fleet of 500 cars for metering representatives, AccuRead chose to bring in Citroën C1 1.0i Rhythm cars as they offer a cost-effective and eco-friendly vehicle with low emissions of 108g per km and low fuel consumption of 60+mpg.

### WASTE MANAGEMENT

As the policy states, it is essential that we also examine our waste streams and increase recycling rates and reduce waste going to landfill. We have a new national waste contractor who has the ability to recycle all of our key waste streams.

By introducing colour-coded recycling facilities to separate our waste streams, our recycling rate in our UK cash businesses has increased from 6% in December 2007 to 24% in December 2008. In fact, our Harlow site now recycles 79% of its waste – over three tonnes a month. We will continue to build on this success and look to significantly increase our recycling rate in 2009.

### WATER CONSUMPTION

In 2008, we prioritised our efforts on the areas requiring the greatest focus to ensure we can minimise our impact on the environment. With this in mind, we have not yet concentrated our efforts on reducing our water consumption, which is already relatively low compared with some other sectors due to the nature of our operations.

We intend to set up the necessary reporting mechanisms so that we can accurately measure and actively manage our consumption from 2010.

### Case study

#### Met Office headquarters

G4S works in partnership with the client in delivering a comprehensive energy management service at the Met Office, which is based on best practice published by the Carbon Trust.

The Met Office headquarters building contains many energy saving and environmental features such as: grey water (rain water harvesting) for toilet flushing; high-frequency lighting with automatic control; a combined heat and power plant and absorption chiller; and a Termodeck ventilation system.

During 2008, we introduced new recycling initiatives for hand towels, cardboard coffee cups, milk containers, bottle tops, organic waste and polystyrene. This resulted in 10.74 tonnes of waste being removed from landfill during the year; equating to 40 cubic metres per month less, or, put another way, 280 black bags each month.

#### Results

The total waste for the Met Office during 2008 was 156 tonnes. The total recycled waste was 105.15 tonnes, 67.4% of all waste.

“ Our Harlow site recycles 79% of its waste - over three tonnes a month. ”

# Our aspirations

Activity	2008 achievement	2009 aspiration
<b>General business practices</b>	<ul style="list-style-type: none"> <li>✓ Launched UK and Ireland CSR Policy</li> <li>✓ Established relationship with Business in the Community (BITC)</li> <li>✓ Appointed a dedicated CSR coordinator for our cash business</li> </ul>	<ul style="list-style-type: none"> <li>✓ Produce first UK and Ireland CSR report</li> <li>■ Develop sustainable CSR programmes across all our business units</li> </ul>
<b>Environmental performance</b>	<ul style="list-style-type: none"> <li>✓ Replaced 900 vehicles with more energy-efficient models</li> <li>✓ Installed electric smart meters in over 60% of cash properties</li> <li>✓ Improved recycling in our cash business by 400%</li> <li>✓ New video-conferencing equipment installed in key locations</li> <li>✓ Calculated the carbon footprint of our cash business</li> <li>✓ Trialled energy-efficient lighting</li> </ul>	<ul style="list-style-type: none"> <li>■ Appoint a dedicated environmental manager for our security business</li> <li>■ Implement a robust measurement and reporting system for our energy consumption and waste disposal</li> <li>■ Report our carbon footprint across all UK and Ireland businesses</li> <li>■ Introduce electric smart meters into our major locations</li> <li>■ Reduce energy and fuel consumption in line with G4S plc policy</li> </ul>
<b>Community engagement</b>	<ul style="list-style-type: none"> <li>✓ Launched 'Give it a go' judo initiative</li> <li>✓ Matched £27,000 of employee sponsorship funds</li> </ul>	<ul style="list-style-type: none"> <li>■ Maintain the amount of funds raised for charity through our matching schemes</li> <li>■ Develop community engagement programmes across the business</li> </ul>
<b>Labour practices</b>	<ul style="list-style-type: none"> <li>✓ Appointed Head of Diversity &amp; Talent</li> <li>✓ Signed contract with Remploy</li> <li>✓ Launched Ethical Employment Partnership</li> </ul>	<ul style="list-style-type: none"> <li>■ Develop a diversity and inclusion strategy and action plan</li> <li>■ Reduce employee accidents</li> <li>■ All eligible employees to take part in 'Back To The Floor'</li> </ul>
<b>Supply chain management</b>		<ul style="list-style-type: none"> <li>■ Develop a procurement strategy to reflect CSR commitments</li> </ul>





## Reporting methodology

### SCOPE AND TIMELINESS

This report includes the operations of G4S-owned businesses that are based in the UK and Ireland\*. The reporting period is from 1 January to 31 December 2008.

### COMPLETENESS AND BALANCE

In 2008, we have had a number of significant acquisitions which have affected the availability of some data. Where data has been unavailable to meet reporting standards we have endeavoured to demonstrate our performance through examples of our operations. Due to the continuing development of reporting systems, all environment data is specific to the individual business unit stated. All other data represents all business units within UK and Ireland unless otherwise specified. We have used a balanced approach to report on our impacts, including both positive and negative aspects.

### MATERIALITY AND STAKEHOLDER INCLUSIVENESS

The report covers topics and indicators that reflect our key economic, environmental and social impacts or that could have a significant impact on the decision of our stakeholders.

We are conscious that our audience is made up of a number of diverse stakeholder groups including but not limited to our employees, local communities, customers, suppliers, non-government organisations, government and unions. We continuously assess the feedback we receive from our stakeholders and have developed this report to be inclusive of information that is most commonly requested from all parties.

We welcome any comments or questions regarding our corporate social responsibility report or our performance. Please email [csr@uk.g4s.com](mailto:csr@uk.g4s.com).

\* This report covers the activities of the following legal entities during 2008: G4S Cash Services (UK) Limited; G4S Cash Centres (UK) Limited; G4S Cash Services (Ireland) Limited; G4S Security Services (UK) Limited; G4S Security Services (Ireland) Limited; G4S Security Services (Jersey) Limited; G4S Security Services (Guernsey) Limited; G4S Security Services (Isle of Man) Limited; G4S Justice Services Limited; GSL UK Limited trading as G4S Integrated Services; G4S Data and Managed Services; G4S Care and Justice Services; AccuRead Limited; ArmorGroup Services Limited trading as G4S Risk Management; and G4S Security Systems (UK) Limited.



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and how we can help you visit our website: [www.g4s.com/uk](http://www.g4s.com/uk)

