



## **G4S in the UK & Ireland Corporate Social Responsibility (CSR) Policy**

G4S is the largest secure and cash solutions company in the UK and Ireland, with a turnover of more than £1.5 billion and more than 50,000 employees operating from over 300 sites. More than 10,000 customers, including 59 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.

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

By integrating the following principles into the way we do business 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.

### **Good governance**

- Ensure CSR is integrated into all aspects of our business.
- Ensure we have a Regional CSR Committee, chaired by a Board Director, and that each Business Unit has:
  - a Board member responsible for CSR strategy and performance;
  - a CSR strategy with measurable targets and a comprehensive programme to achieve those targets.
- As a minimum, conduct all business in compliance with relevant legislation, including the UK Bribery Act (2010).
- Conduct business in line with the G4S Ethics Code and Group Business Ethics Policy.
- Regularly report on CSR activities and measure our progress against targets in an open and transparent manner.

### **Looking after our people**

- Respect the standards outlined in the Universal Declaration of Human Rights.
- Promote equality, diversity and inclusion across our businesses.
- Provide a working environment which protects the health, safety and wellbeing of employees.
- Offer and promote relevant learning and development programmes to enable employees to fulfil their potential.
- Respect employee and union rights, ensuring a positive employee relations climate.
- Engage with our employees so that they fully understand our business and have the opportunity and confidence to feedback their views.

### **Supporting the community**

- Offer employment opportunities within the local communities in which we operate.
- Help build safer communities by engaging with young people, primarily through sport and constructive activities, to help them lead purposeful lives.
- Provide assistance to a range of charitable causes and community initiatives.
- Promote and support employee volunteering and engagement with community activities.



### **Protecting the environment**

- Comply with, and where possible exceed all relevant national and local environmental legislation, commercial requirements and codes of conduct.
- Continually review our impact on the environment and introduce business processes to reduce our carbon footprint.
- Reduce the carbon intensity of our emissions, measured against revenue by 13% from 2009 to 2012 (averaging 4.5% pa) in line with Group targets.
- Make use of products and services which minimise our indirect environmental impacts wherever practical, in line with our sustainable procurement policy.
- Seek to reduce waste, reuse or recycle materials and divert waste from landfill where appropriate and where the necessary infrastructure exists.
- Enable and encourage employees to make a contribution to environmental improvement.
- Communicate the progress against our environmental targets to all of our stakeholders in an open and transparent manner.

### **Managing our supply chain**

- Ensure our procurement strategy reflects the commitments outlined in our sustainable procurement policy.
- Ensure we regularly engage with our strategic suppliers in order to assess their sustainability credentials and encourage improved performance.

### **Engaging with stakeholders**

- Measure customer satisfaction regularly and ensure that feedback is acted upon in a timely manner.
- Ensure employee surveys are held regularly and ensure that feedback is acted upon in a timely manner.
- Ensure all stakeholders are encouraged to provide feedback on our CSR policy and performance and have the channels to do so.
- Contribute to and promote the continued improvement of industry standards.

It is the responsibility of our CSR Committees to ensure the implementation of this policy. This policy will be reviewed annually by our Boards, and updated where required, to ensure it reflects the current interests of our stakeholders.

James Dinsdale  
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