

Health, Safety and Environment Policy Statement

Serco is committed to maintaining a safe, healthy and sustainable working environment wherever we operate – for our people, our customers, our partners and contractors, those we are employed to serve and the public. Everybody who works for Serco, anywhere, is responsible for meeting this requirement.

Our commitments are to:

- seek to achieve zero harm to people and minimal impact on the environment through our business operations
- systematically manage health, safety and environmental matters
- rigorously audit and review the safety implications of our activities
- minimise the consumption of energy and global resources and the generation of non-recyclable waste
- promote the occupational health and welfare of staff
- consult with staff and encourage active participation at all levels within our businesses
- learn and benefit from our experiences and the experiences of others
- cooperate fully with all stakeholders where we share responsibilities, premises or activities
- promote a culture in which all Serco staff share these commitments.

To achieve these commitments we will develop, implement and maintain effective management systems and processes that enable us to:

- identify, assess and manage hazards, impacts and risks from our activities and services
- meet and, where appropriate, exceed applicable legal and other requirements
- train and deploy competent people and allocate responsibilities and tasks commensurate with individual skills
- set, achieve and report against objectives and targets to demonstrate continual performance improvement
- identify areas for improvement through comprehensive incident reporting and investigation
- maintain a culture to encourage the free and honest reporting of health, safety and environmental issues.

This policy is a key part of the company's overall strategy and provides the framework for managers to put in place the organisation and arrangements for carrying it out. Where Serco does not have majority control of a company we will actively encourage the adoption of this policy.



Christopher Hyman
Chief Executive