

Confidential Feedback Report

Business in the Community is pleased to provide you with a copy of your confidential feedback report for the Corporate Responsibility Index 2005. This is a summary of your results, comparing your company's performance in the Index against your peers and other Index participants. This year a total of 132 companies have been using the Index as a management tool, with 122 companies participating publicly.

Company Name	Serco Group	
Sector	Support Services	
Economic Group	Industrials	
Company Score	2005 86.0%	2004 82%
Commitment to disclose (as indicated in submission)	Top 100 Company Full disclosure (submission and feedback)	

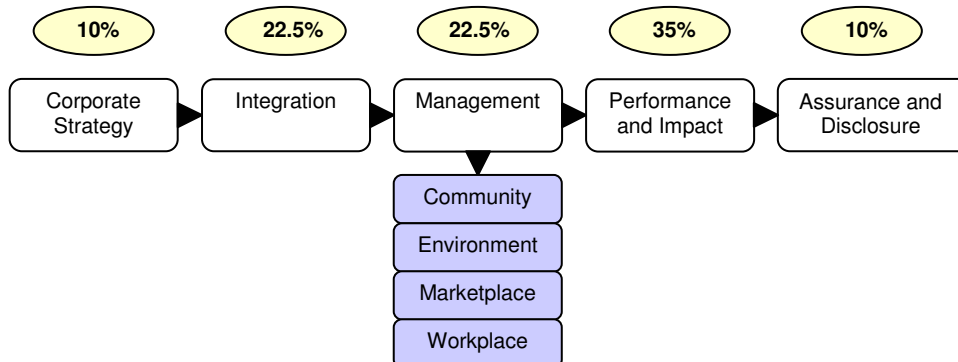
Participants in your sector

Alfred McAlpine
 Amec
 Amey
 Atkins
 BNFL*
 MITIE Group
 Premier Farnell
 Rentokil Initial
 Serco Group
 Sodexo (UK & I)
 Speedy Hire

* indicates 2005 sector leaders
 (UK) indicates global business reporting on UK operations only

The Index Model

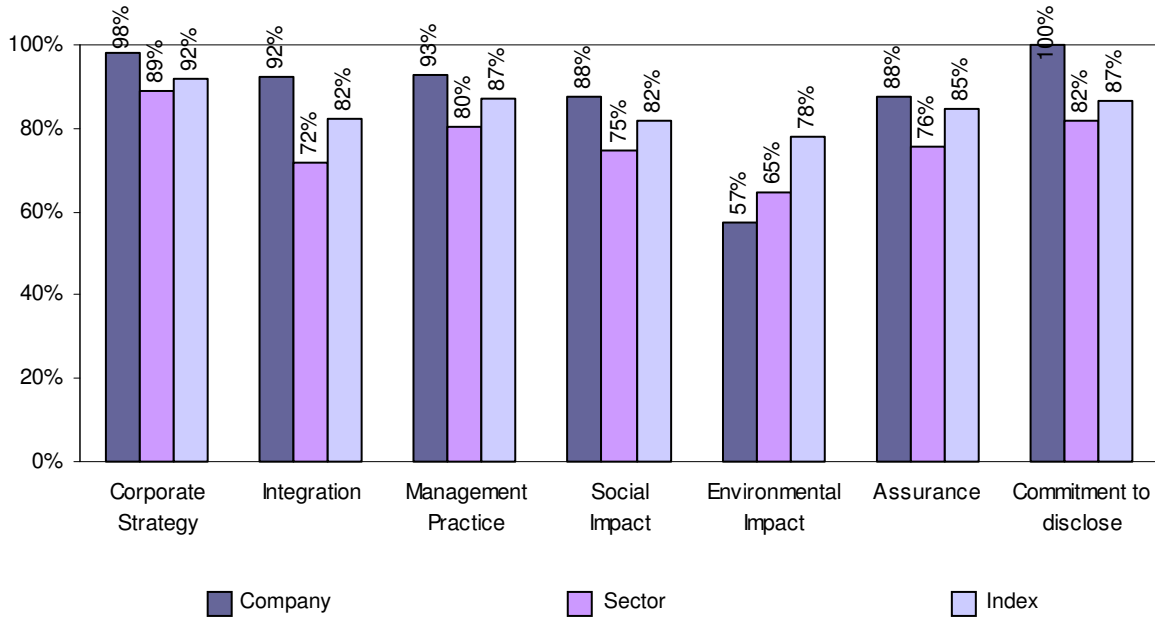
The Index assesses the extent to which **corporate strategy** is **integrated** into responsible business practice throughout an organisation. It provides a benchmark for companies to evaluate their **management** practice in four key areas of corporate responsibility (community, environment, marketplace and workplace) and **performance** in a range of environmental and social **impact areas** material to their business.



Scoring system: The Corporate Strategy section of the Index represents 10% of the overall score, Integration and Management are weighted 22.5% each, and the Performance and Impact section receives 35% (equally split between the six environmental and social impact areas). The final 10% are awarded for the level of Assurance (5%) underpinning the information provided and companies' commitment to disclose information relating to their Index submission (5%).

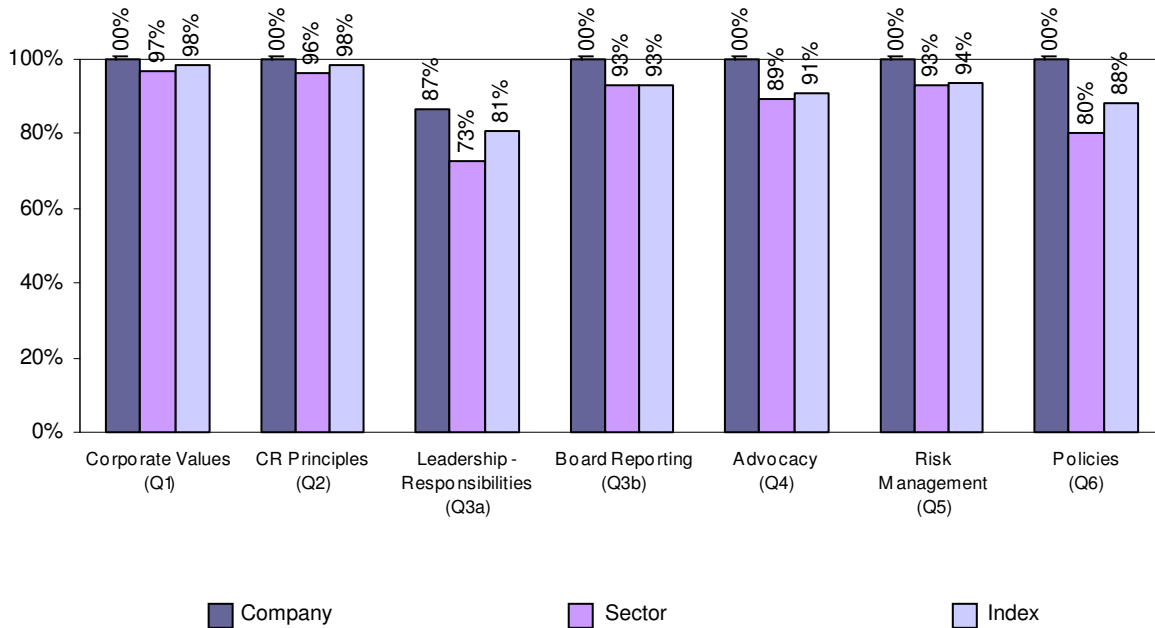
Overall Summary

The following graph provides a summary of your company's overall performance across the Corporate Responsibility Index. More detailed results are provided in subsequent sections. Please refer to the Index survey for further detail of each element within the chart. For reference, each chart is normalised to 100%.



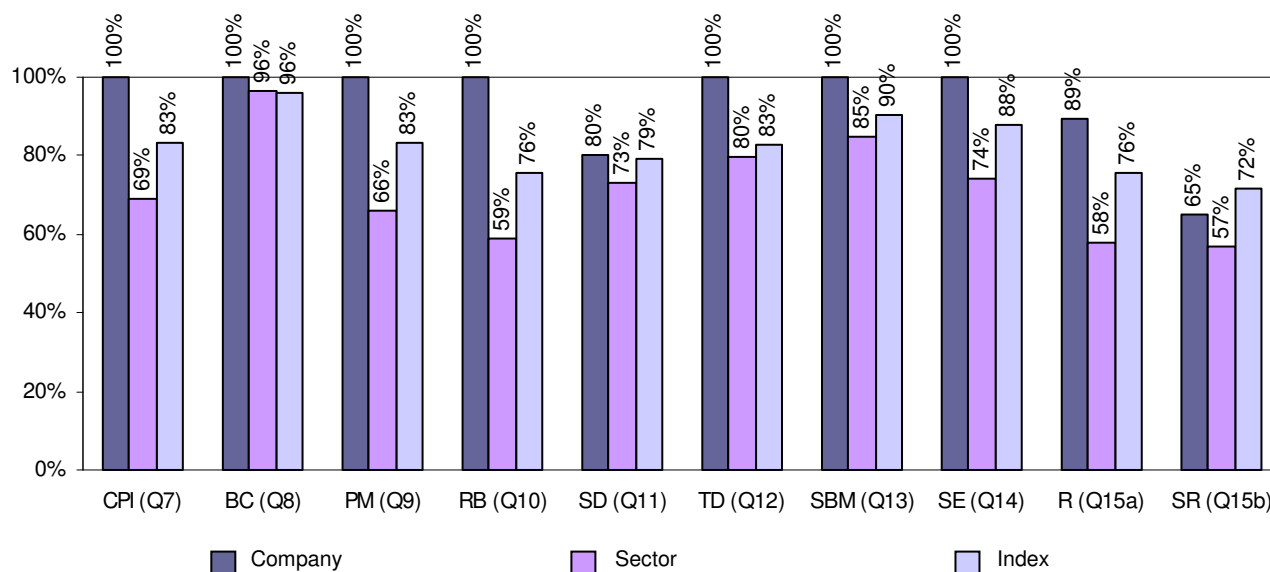
Section 1 – Corporate Strategy

This section looks at whether your company has developed an overarching strategy for driving corporate responsibility across your business. It asks whether there is a process for identifying key issues and how these are addressed by company-wide values and policies, internal reporting structures and senior executive leadership and advocacy.



Section 2 – Integration

This section assesses the extent to which corporate responsibility strategy is integrated throughout a business. It specifically looks at employee awareness and training, appraisal and remuneration systems, internal and external stakeholder engagement, public reporting of CR activities and incorporation of social and environmental issues into strategic decision making.

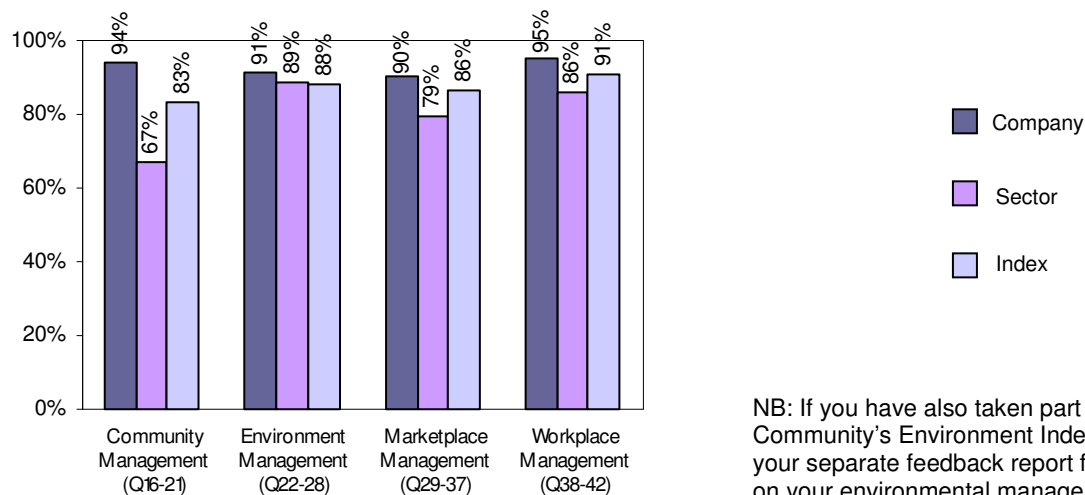


CPI – Corporate Responsibility Principles Integration, **BC** – Business Conduct, **PM** – Performance Management, **RB** – Remuneration and Bonus, **SD** – Strategic Decision-making, **TD** – Training and Development, **SBM** – Senior Managers and Board members Training/Briefing, **SE** – Stakeholder Engagement, **R** – Reporting, **SR** – Scope of reporting

Section 3 – Management Practice

The Management section of the Index allows companies to identify their key issues in Community, Environment, Marketplace and Workplace and asks whether, in relation to these:

- responsibilities are clearly defined at all levels,
- policies are in place to ensure responsible behaviours,
- objectives and targets have been set to drive improvement,
- there are effective communication systems to share knowledge and latest information,
- training is provided to relevant staff to ensure competency and delivery of objectives,
- a process is in place for stakeholder consultation and engagement across all key areas,
- there are monitoring systems to assess and report progress, and finally whether
- key issues, targets and performance are reported publicly

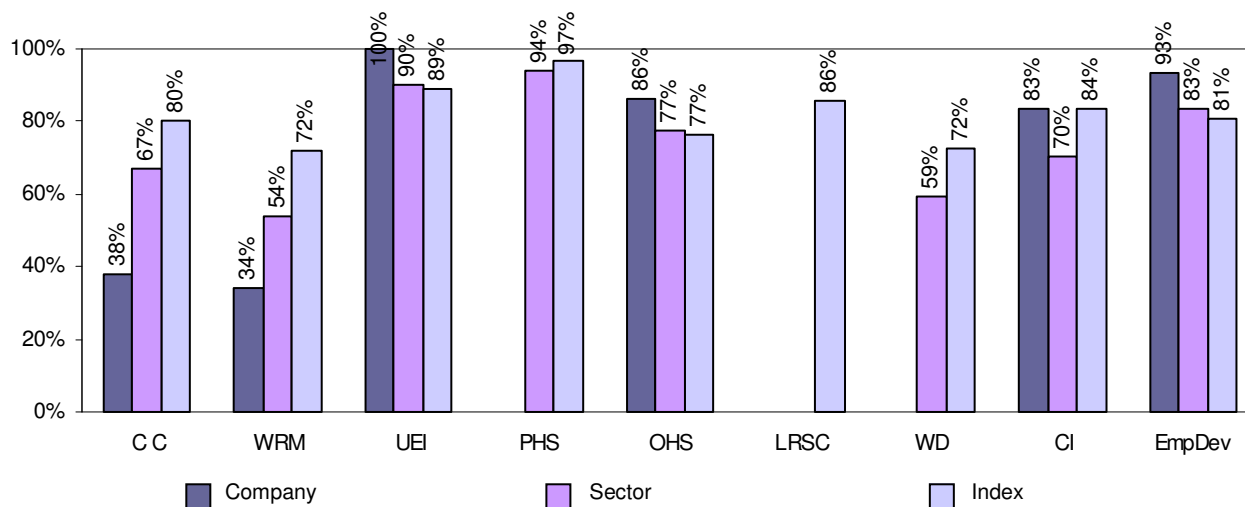


NB: If you have also taken part in Business in Community's Environment Index, please see your separate feedback report for further details on your environmental management scores.

Section 4 – Environmental & Social Impact Areas

For this section, each company was asked to complete a total of six impact areas:

- **two core environmental** impact areas (Climate Change and Waste & Resource Management)
- **plus one self-selected** environmental impact area relevant to the business
 - You have chosen to report on Unplanned Environmental Incidents as your third environmental impact area. Other areas reported on by your sector were Water Pollution, Resource Use and Water Consumption.
- **two core social** impact areas (chosen out of Product Health & Safety, Occupational Health & Safety, Labour Rights in the Supply Chain, Diversity in the Workplace, and Community Investment)
- **plus one self-selected** social impact area relevant to the business
 - Self-selected social impact areas reported on by your sector were: Employee Welfare, Social Inclusion, Employee Development.

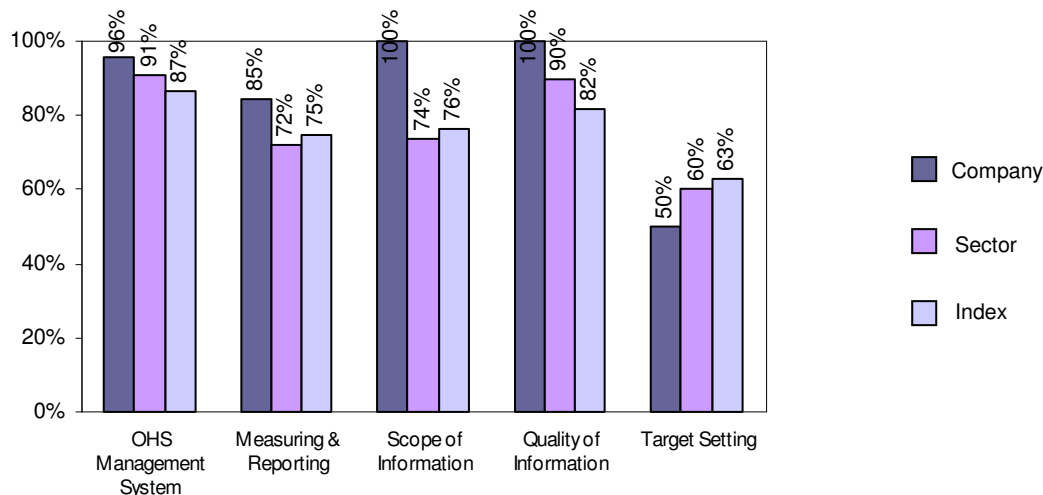


CC – Climate Change, **WRM** – Waste & Resource Management, **UEI** – Unplanned Environmental Incidents, **PHS** – Product Health & Safety, **OHS** – Occupational Health & Safety, **LRSC** – Labour Rights in the Supply Chain, **WD** – Workplace Diversity, **CI** – Community Investment, **EmpDev** – Employee Development

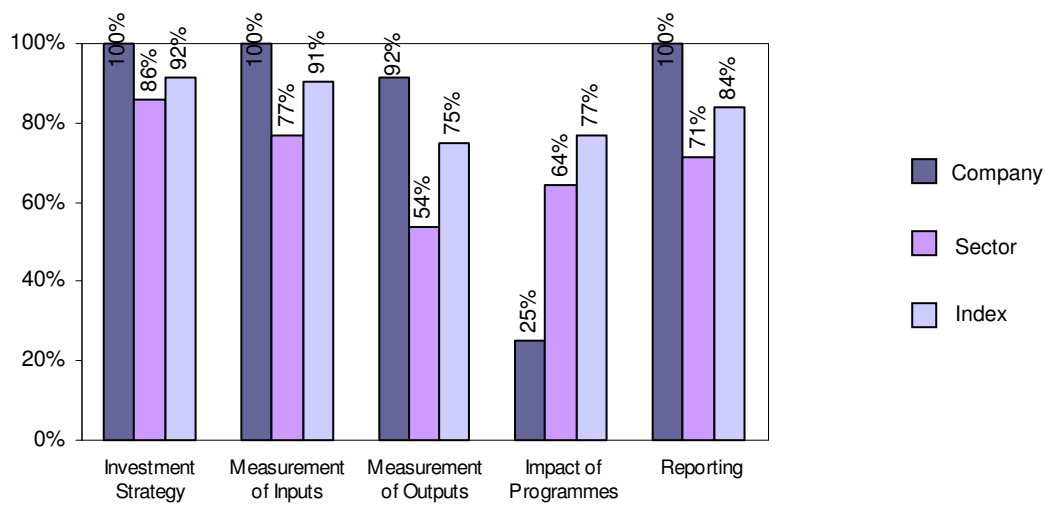
Section 5 – Social Impact Areas (in detail)

The following graphs provide further analysis on your chosen social impact areas. If you have also taken part in Business in Community’s Environment Index, please refer to your separate feedback report for further details on your environmental impact areas.

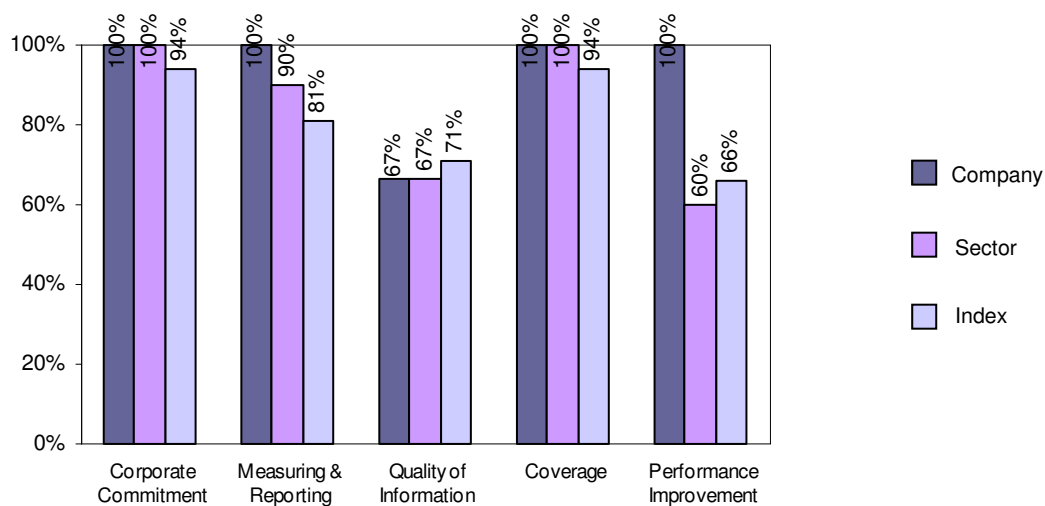
Occupational Health and Safety



Community Investment



Employee Development



If you would like further analysis (e.g. best practice examples by sector), or further support in identifying future actions for performance improvement, please contact the Corporate Responsibility Index team for further details on Business in the Community's advisory services (corporateresponsibility@bitc.org.uk, website: www.bitc.org.uk)