

Confidential Feedback Report

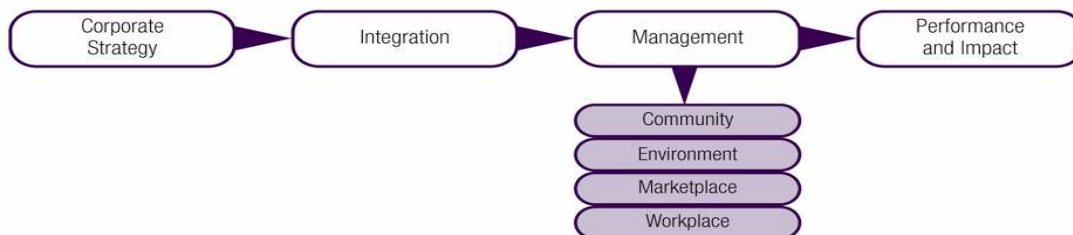
Business in the Community is pleased to provide you with a copy of your confidential feedback report for the Corporate Responsibility Index 2003. This is a summary of your results, which benchmarks your company's performance in the Index against other companies in your sector and the universe of participating companies.

Company	Serco Group
Sector	Support Services
Economic Group	Cyclical Services

<p>Company Results</p> <p>Index Score 2003* 85.77%</p> <p>2003 Top 100 Company</p> <p>Management Profile **</p> <table> <tr><td>Corporation Strategy</td><td>A</td></tr> <tr><td>Integration</td><td>A</td></tr> <tr><td>Management Practice</td><td>A</td></tr> <tr><td>Performance & Impact</td><td>B</td></tr> <tr><td>Assurance</td><td>B</td></tr> </table> <p>Number of companies in your sector 9</p>	Corporation Strategy	A	Integration	A	Management Practice	A	Performance & Impact	B	Assurance	B	<p>*The total number of participating companies was 139, including 56 FTSE 100 companies.</p> <p>** Management Profile</p> <p>A – 80% - 100%</p> <p>B – 60% - 80%</p> <p>C – 40% - 60%</p> <p>D – 20% - 40%</p> <p>E – 0% - 20%</p>	<p>Companies in your Sector</p> <p>Capita Group Compass Group De La Rue Jarvis Rentokil Initial Serco Group Shields Environmental Waste Recycling Group WS Atkins (UK)</p> <p>(reporting entity where <100% of business)</p>
Corporation Strategy	A											
Integration	A											
Management Practice	A											
Performance & Impact	B											
Assurance	B											

Index Model

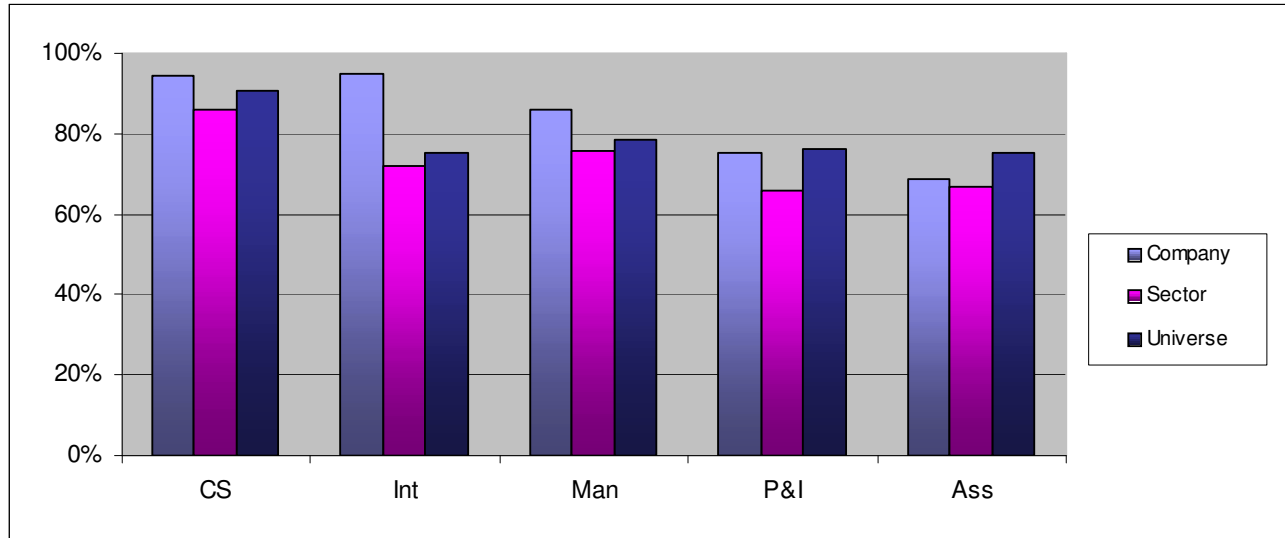
The model on which the Corporate Responsibility Index is based is shown below. The Index enables companies to assess the extent to which **corporate strategy** is **integrated** into responsible practice throughout an organisation. It provides a benchmark for companies to compare their **management** practice across the four areas of community, environment, marketplace and workplace as well as their **performance** in a range of environmental and social **impact** areas, which are material for your business.



Each of the four components **Corporate Strategy**, **Integration**, **Management** and **Performance & Impact** are equally weighted at 22.5% and the overall **Assurance** (which covers the whole Index) is weighted at 10%. In addition, the four management areas are equally weighted (5.625% each) and each of the six performance & impact sections are equally weighted (3.75%). Within each component, questions are again equally weighted with the exception of questions 11 and 15, which have a slightly higher weighting due to their relevant importance.

Overall Summary

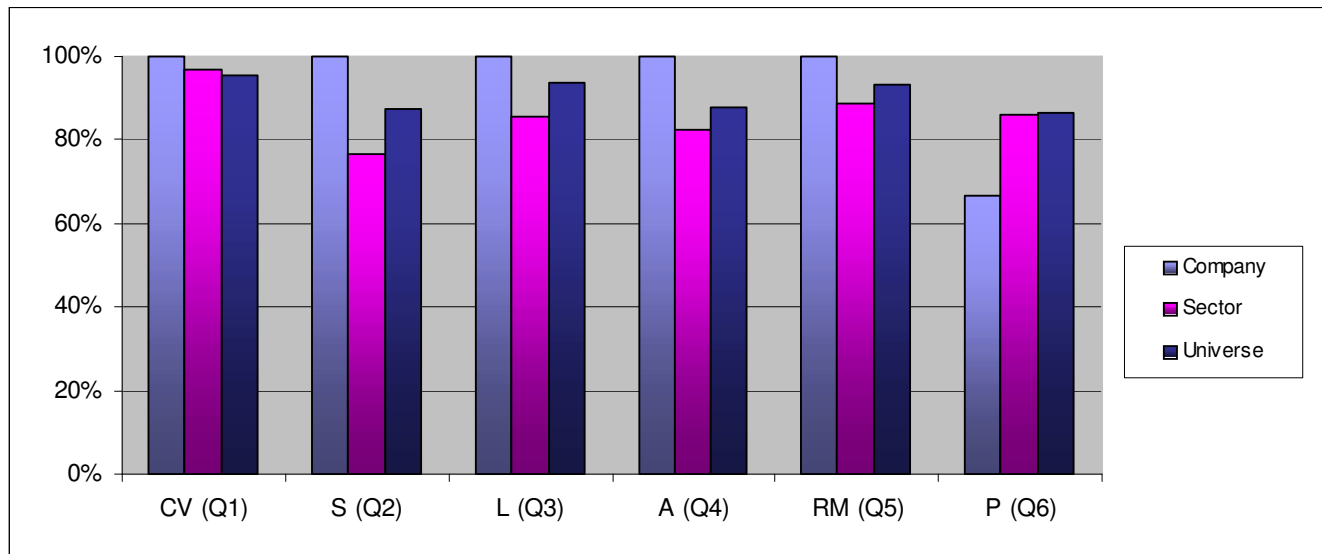
The following figure provides a summary of your company's overall performance across the corporate responsibility agenda. More detailed results are provided in the subsequent sections. Please refer to the Index survey for further detail of each element within the chart. For reference, each chart is normalised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



CS Corporate Strategy, Int Integration, Man Management, P & I Performance & Impact, Ass Assurance

Section 1 Corporate Strategy

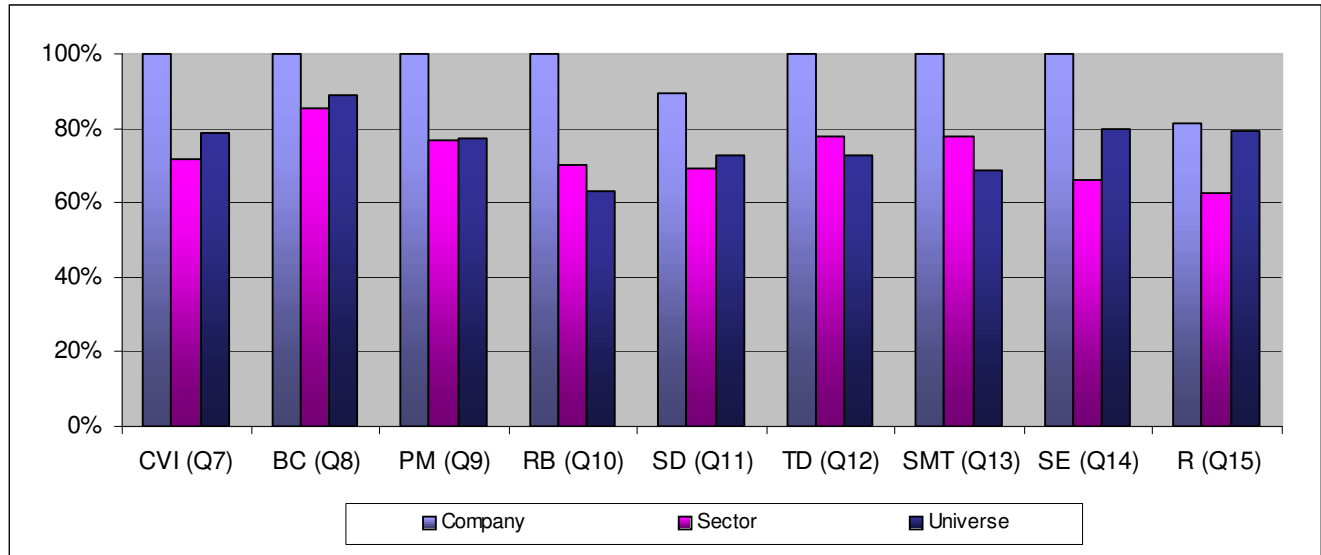
The Corporate Strategy section looks at how the nature of your company's business activities influences the development of strategy relating to responsible business practice, how you deliver this, and how it is reflected in policy and leadership commitments.



CV Corporate Values, S Strategy, L Leadership, A Advocacy, RM Risk Management, P Policies

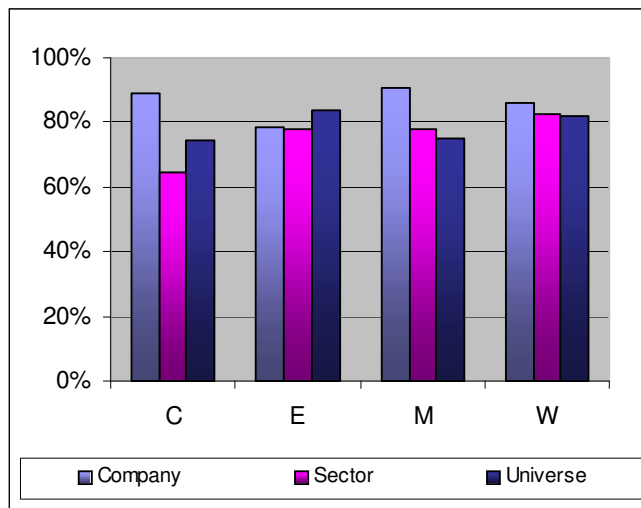
Section 2 Integration

The Integration section focuses on the organisation, management and integration of responsible business practice throughout your company's operations.



CVI Corporate Values Integration, **BC** Business Conduct, **PM** Performance Management, **RB** Remuneration and Bonus, **SD** Strategic Decision-making, **TD** Training and Development, **SMT** Senior Managers Training, **SE** Stakeholder Engagement, **R** Reporting

Section 3 Management Practice



In the Management Practice Section we are looking at how your company manages issues relating to the **Community (C)**, **Environment (E)**, **Marketplace (M)**, and the **Workplace (W)**. This provides a sense of the depth and breadth of the management of corporate responsibility within your organisation.

The Management Section looks at what the key issues are for your business, the objectives and targets set to manage these issues and how it communicates, implements and monitors its policies, objectives and targets. The management sections covered the following questions.

Community Management	Questions 16-21
Environment Management	Questions 22-28
Marketplace Management	Questions 29-36
Workplace Management	Questions 37-41

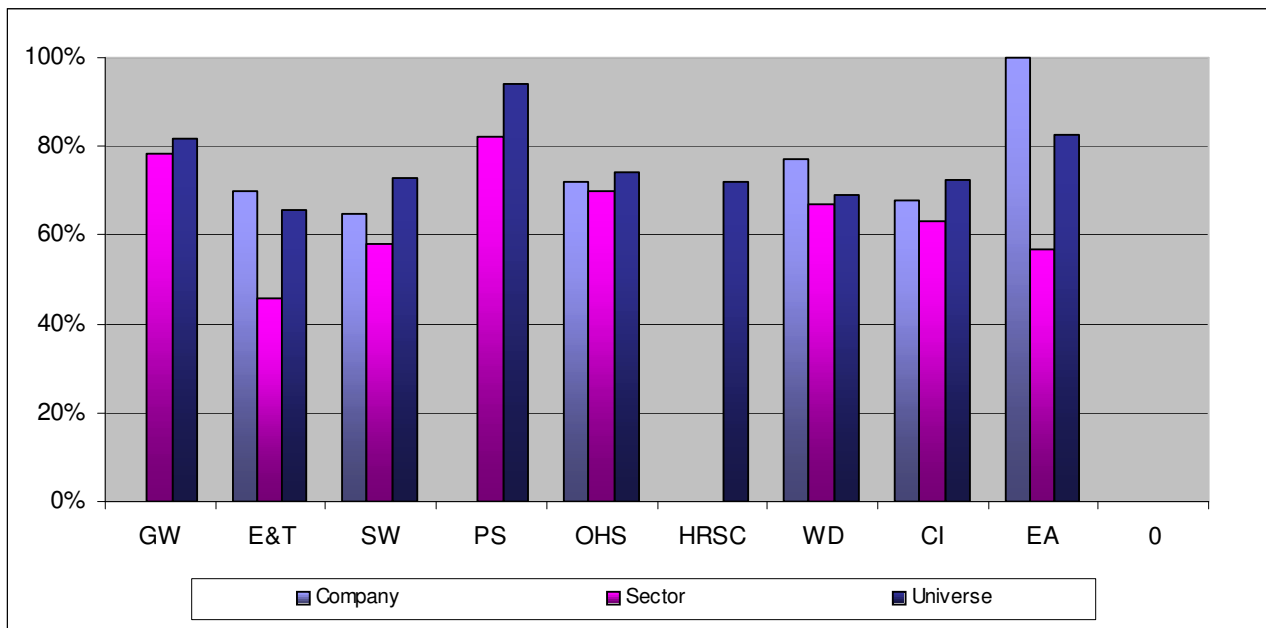
Where your company participated in the 2003 BiE Index of Environmental Engagement, further details of your company's environmental management performance are provided in a separate confidential feedback report.

Section 4 Performance & Impact

In this section we look at how your company measures its performance and impact in a number of key areas which are important for your business.

For the Corporate Responsibility Index each company was asked to complete two core environmental impact areas of **Global Warming** (or **Energy & Transport**) and **Solid Waste**, and two core social impact areas selected from **Product Safety (PS)**, **Occupational Health and Safety (OHS)**, **Human Rights in the Supply Chain (HRSC)**, **Workplace Diversity (WD)**, or **Community Investment (CI)**. In addition, companies were asked to select two additional environmental or social impact areas which are material to their business.

In the following chart we provide details of how your company performed in both the core and self-selected impact areas. The figure provides averages for both the impact areas your company selected (a total of six) and those selected by other companies in your sector and the overall index.



GW Global Warming, **E&T** Energy & Transport, **SW** Solid Waste, **PS** Product Safety, **OHS** Occupational Health & Safety, **HRSC** Human Rights in the Supply Chain, **WD** Workplace Diversity, **CI** Community Investment, **EA** Emissions to Air

Other companies in your sector chose to complete the following self-selected impact areas: Biodiversity, Water Consumption, Resource Use, Air Emissions, Water Pollution, Unplanned Environmental Incidents, Employee Development, Economic Development, Employee Welfare

For details of our **benchmarking plus services** and further advice relating to Corporate Responsibility please contact the Corporate Responsibility Index team at **Business in the Community**.

Email: corporateresponsibility@bitc.org.uk Website: www.bitc.org.uk