



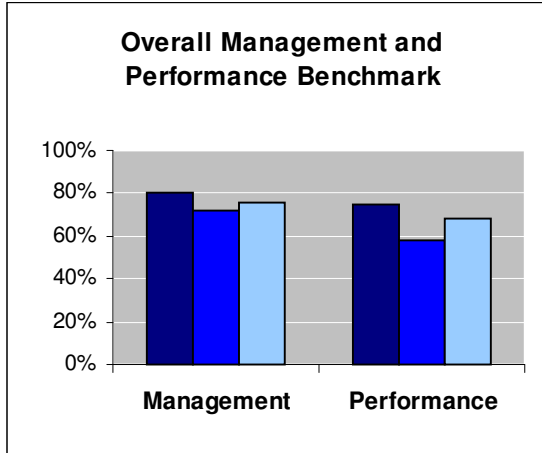
**Confidential Feedback Report 2002**

Thank you for participating in the 7<sup>th</sup> BiE Index. Please find below your results, which benchmarks your company against either your sector or economic group and the overall universe of participants. The public report will be launched at the conference on March 12<sup>th</sup> at the Millennium Conference Centre, London.

Company: **Serco Group**  
Sector: **Support Services**  
Economic Group: **Cyclical services**

	2002	2001
Average Score:	<b>76.31%</b>	67.49%
Sector Rank:	<b>6/17</b>	6/13
Econ Group Rank:	<b>16/57</b>	21/52
FTSE Rank:	<b>78*/168</b>	103/192**
BITC Rank:	<b>NA/38</b>	

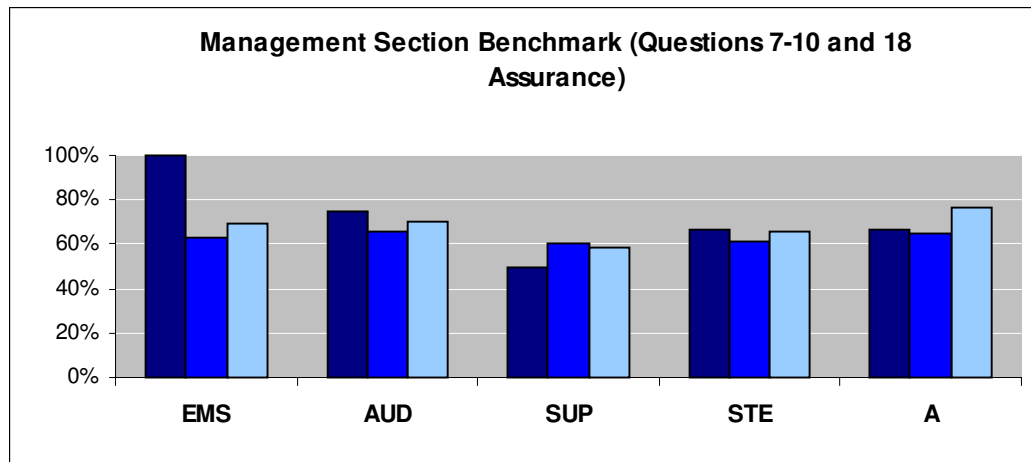
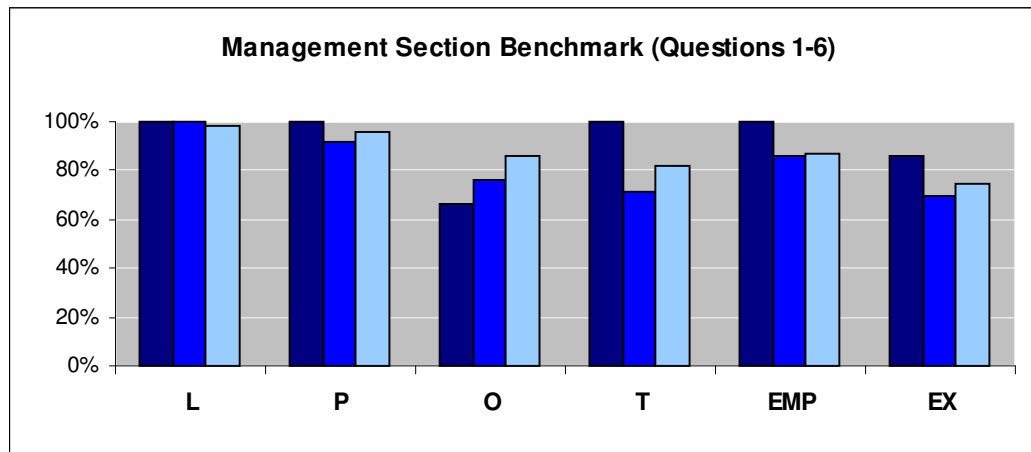
\* Premier League (PL) indicates a score of > 95%  
\*\*The total number of companies was 206 but given that several companies achieved the same score, there were 192 positions



- Sector Rankings Table**
- Shields Environmental\*
  - Waste Recycling Group
  - Shanks Group
  - Amey
  - AEA Technology\*
  - Serco Group**
  - Rexam
  - Rentokil Initial
  - Unipart Group of Companies\*
  - Jarvis
  - RAC
  - De La Rue
  - WS Atkins
  - Premier Farnell
  - Securicor
  - Hays
  - Capita Group
- \*Non-FTSE companies ranked separately in report

**Section 1: Environmental Management**

Environmental management encompasses the extent to which a company understands and manages its environmental impacts and, where appropriate, makes environmental issues an integral part of its business strategy



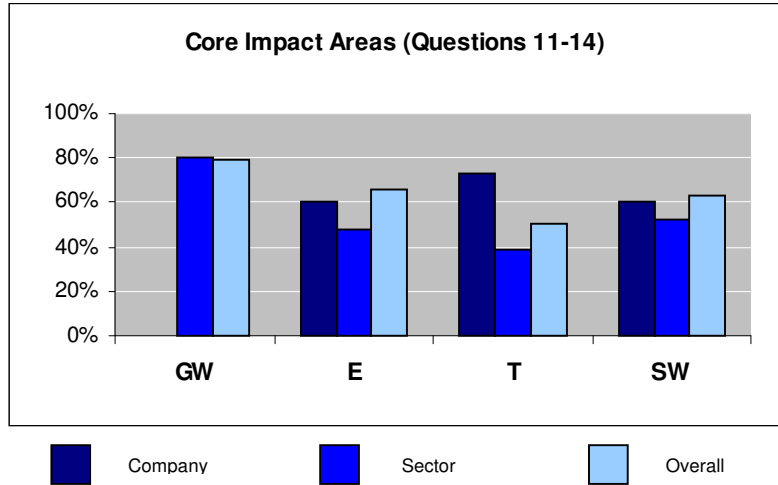
- Key:**
- Company
  - Sector
  - Overall
- L** Leadership
  - P** Policy
  - O** Objectives
  - T** Targets
  - EMP** Employees
  - EX** Stakeholders
  - EMS** EMS
  - AUD** Audit
  - SUP** Suppliers
  - STE** Stewardship
  - A** Assurance

## Section 2: Environmental Performance

Environmental performance measurement is defined as the extent to which companies measure their global environmental impacts, in key areas, and set specific targets to reduce them.

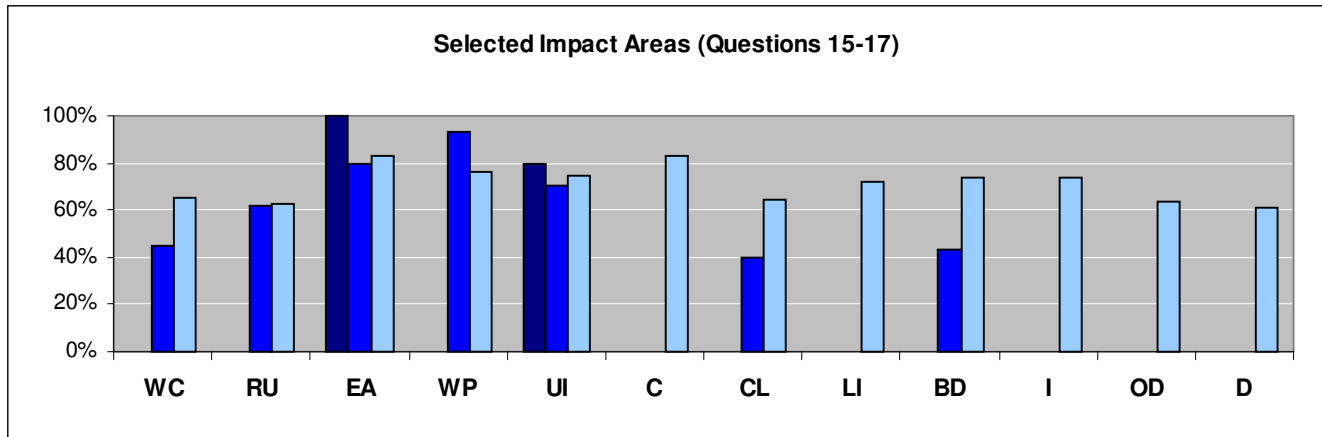
### A. Core Impact Areas

Your company's performance in the core impact areas is illustrated here. Each company was given a choice of completing the (i) Global Warming (GW) or (ii) Energy (E) and Transport (T) questions. 41.00% of companies within your sector chose Global Warming and 59.00% chose Energy and Transport. All companies were required to answer the Solid Waste (SW) question.



### B. Selected Impact Areas

In addition to the Core Impact Areas, companies were asked to report on two self-selected significant impact areas. The areas selected by your company and sector are highlighted below.



**Key:** WC Water Consumption, RU Resource Use, EA Emissions to Air, WP Water Pollution, UI Unplanned Environmental Incidents, C Chemicals, CL Contaminated Land, LI Local Impact, BD Biodiversity, I Indirect, OD Ozone Depletion, D Design

### BiE Comments

Serco's overall score has increased from 67% to 76% this year.

1. Environmental management continues to be strong with improvements made in the areas of target setting, communication with external stakeholders, EMS and audit. We encourage Serco to build on the two-way communication held with suppliers to further enhance its supplier management programme and promote best practice within the supply chain.
2. Performance measurement is also extremely encouraging with a performance improvement over three to five years demonstrated in all impact areas. At present data is only aggregated centrally and reported publicly in the area of radiation pollution and the company may want to consider expanding this to other impact areas in the coming year, if appropriate.