

**1<sup>ST</sup> CORPORATE RESPONSIBILITY INDEX**

**Confidential Feedback Report 2002**

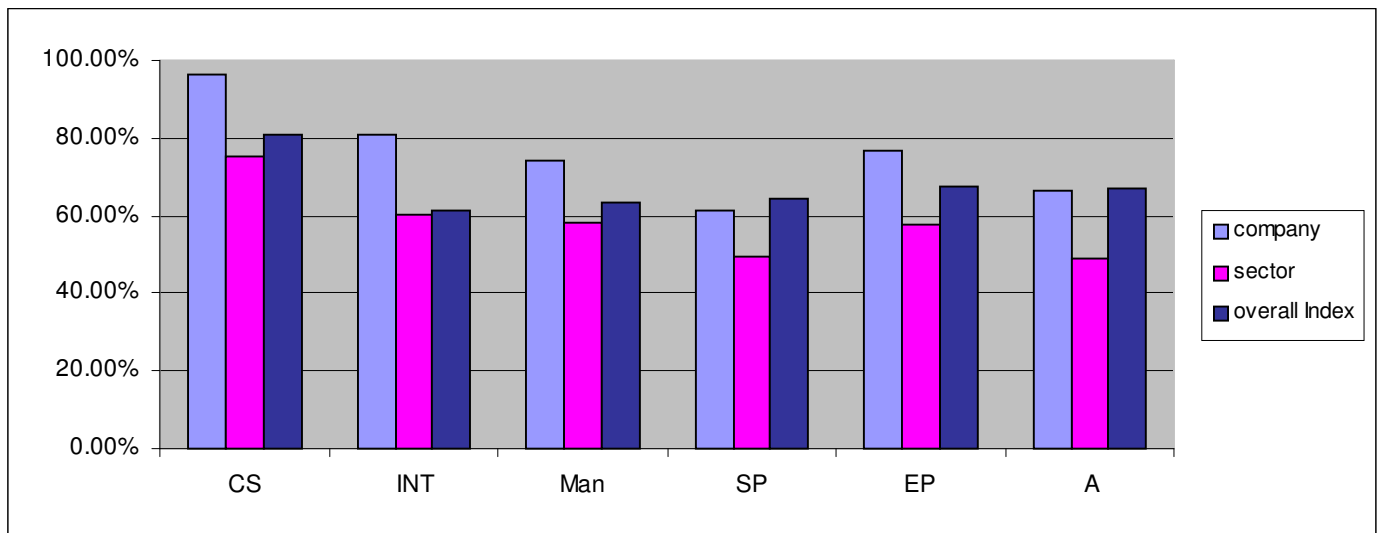
Thank you for participating in **Business in the Community's** 1<sup>st</sup> Corporate Responsibility Index. We are very pleased to provide you with a summary of your results which benchmarks your company's management performance against either your sector or economic group, and the universe of participating companies. The overall results will be announced on the 12 March 2003, at a one-day conference at the Millennium Conference Centre, London (see below for further details).

Company:	Sercu Group
Sector:	Support Services
Economic Group:	Cyclical services

<p><b>Company Results</b></p> <p>Quintile Placing*                      2nd Quintile                  Overall Company Score              79.04%</p> <p><b>Management Profile**</b></p> <p>Corporate Strategy &amp; Integration              A                  Management Practice - Community              A                  Management Practice - Environment              A                  Management Practice - Marketplace              A                  Management Practice - Workplace              A                  No. of Companies in Sector                      8                  Sector Range                                      23.10% - 83.69%</p>	<p>*The total number of participating companies was 122, including 53 FTSE 100 companies.</p> <p>100 companies were benchmarked in the FTSE 350 listing and a total of 22 companies were benchmarked in the non-FTSE listing.</p> <p><b>**Management Profile</b>                  A - Companies are measuring and reporting progress                  B - Companies moving beyond a basic commitment                  C - Companies beginning to measure progress</p>	<p><b>Companies in your Sector</b></p> <p>Amey                  Capita Group                  De La Rue                  Jarvis                  Rentokil Initial                  Sercu                  Unipart Group of Companies                  Waste Recycling group</p>
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**Section 1: Overall Summary**

The graph below provides the summary for your company's overall performance across the corporate responsibility agenda, compared against other companies in your sector and the overall index results. Further results are provided in the subsequent graphs.

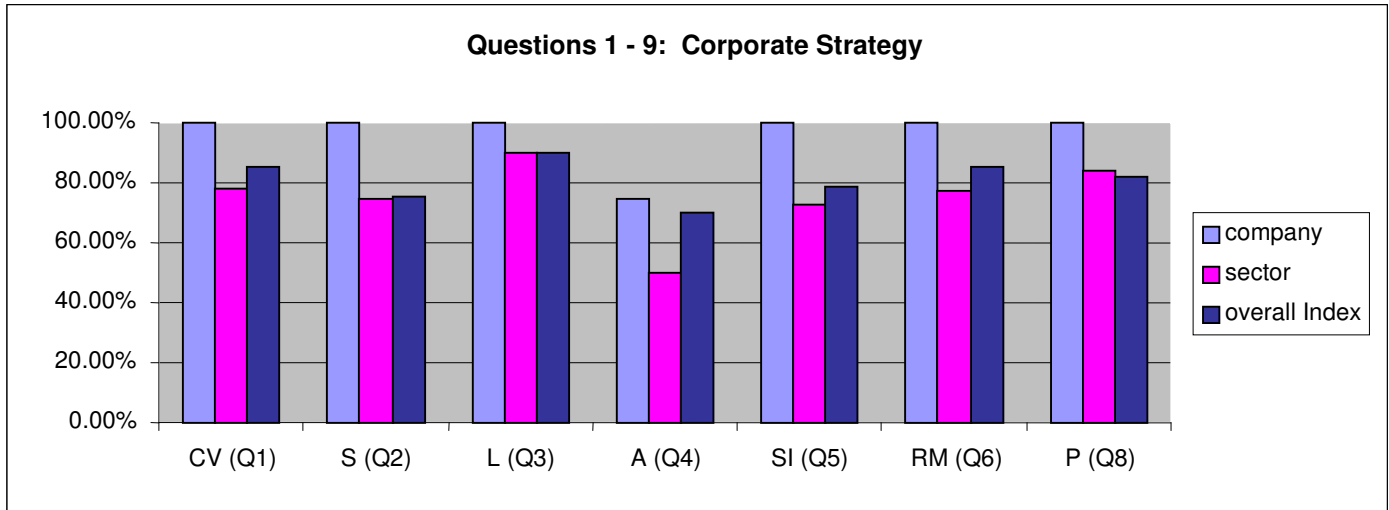


**Key:** CS - Corporate Strategy, Int - Integration, Man Management, SP - Social Performance, EP - Environmental Performance, A - Assurance

## Section 2: Corporate Strategy and Integration

### A. 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.

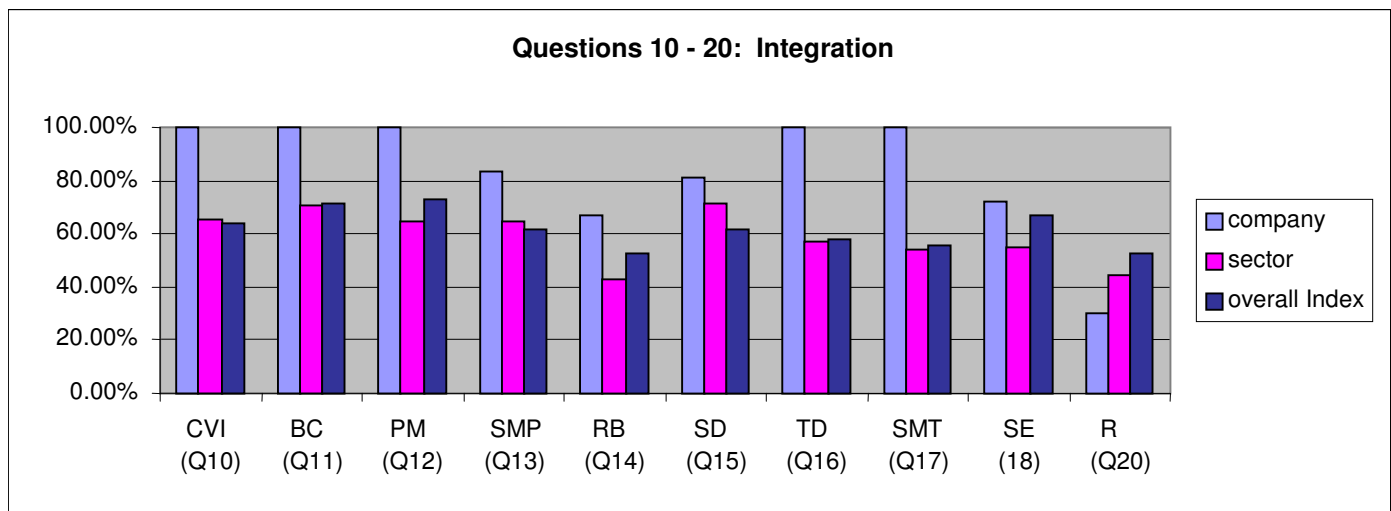


**Key:** CV - Corporate Values, S - Strategy, L - Leadership, A - Advocacy, S - Stakeholder Identification, RM - Risk Management, P - Policies

**Note:** Questions 7 and 9 were not scored, but provided validation information for questions 6 and 8.

### B. Integration

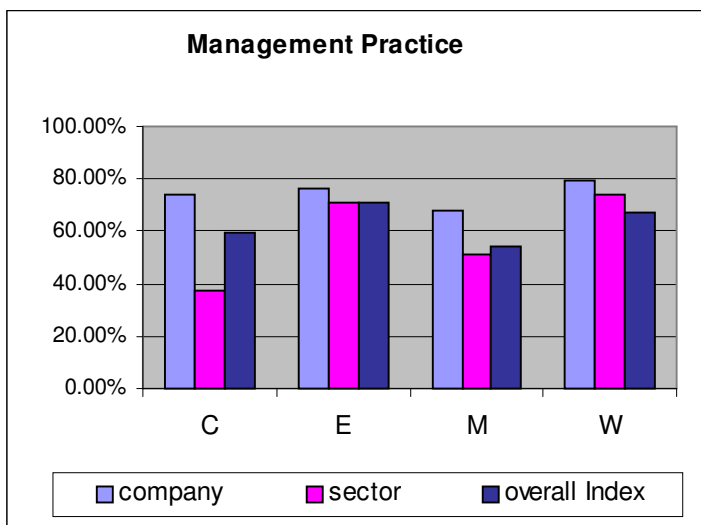
The Integration Section focuses on the organisation, management and integration of responsible business practice throughout your company's operations.



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

**Note:** Question 19 was not scored, but provided validation information for question 18.

### 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 width of the management of corporate responsibility within your organisation.

The Management Practice Section looks at how your company sets objectives and targets for your business, and how it communicates, implements and monitors its policies, objectives and targets.

- Community Questions C1 – C6
- Environment Questions E1 – E8
- Marketplace Questions M1 – M7
- Workplace Questions W1 – W7

Further details of your company's environmental management in 2002 are provided on the feedback report for the 7<sup>th</sup> Index of Environmental Engagement.

### Section 4: Performance and Impact

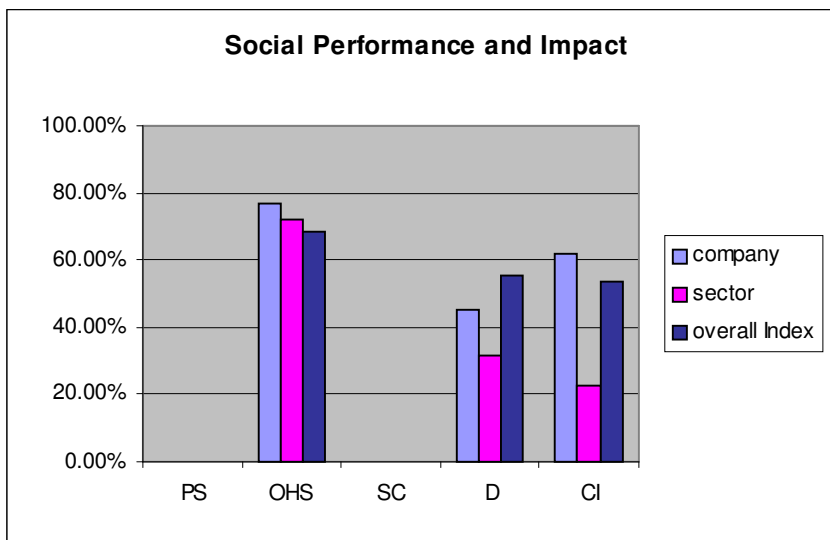
In this section we look in more depth at how your company measures its performance and impact in its overall operations. Each company was asked to complete three out of five social impact areas, which were Product Safety (PS), Occupational Health and Safety (OHS), Supply Chain (SC), Workplace Diversity (WD), and Community Investment (CI). Your company's performance in the three self-selected social impact areas is highlighted below.

For Environment, each company was asked to complete two core impact areas. Each company was given a choice of completing

- (i) Global Warming or
- (ii) Energy and Transport questions.

In addition, all companies were requested to answer the Solid Waste questions. Companies were also asked to report on two self-selected significant impact areas.

Results of the environmental performance areas selected are provided in the feedback report for the 7<sup>th</sup> Index of Environmental Engagement, together with details on how you performed in these areas.



75.00% of companies within your sector chose to complete the Product Safety questions, 100.00% chose Occupational Health and Safety, 0.00% Supply Chain, 50.00% Workplace Diversity, and 75.00% completed the Community Investment questions.

- **Realising the Value of Responsible Business Practice'** - This conference on the 12<sup>th</sup> March 2003 will officially launch the results of Business in the Community's Corporate Responsibility Index 2002 and the 7th Business in the Environment Index. For further details please visit [www.bitc.org.uk](http://www.bitc.org.uk) or contact [vicky.gashe@bitc.org.uk](mailto:vicky.gashe@bitc.org.uk) /020 7566 8704
- **The 7<sup>th</sup> BiE Index report** will be available on the 12<sup>th</sup> March 2003, at a cost of £65 per copy
- A summary of the overall results for the **1<sup>st</sup> Corporate Responsibility Index** will be available from the 12<sup>th</sup> March. The full report will be available by mid-April 2003 at a cost of £95 per copy. For further details contact [vicky.gashe@bitc.org.uk](mailto:vicky.gashe@bitc.org.uk)
- For confidential benchmarking services and further advice relating to Corporate Responsibility please contact **Business in the Community** at Email: [corporateresponsibility@bitc.org.uk](mailto:corporateresponsibility@bitc.org.uk) Website: [www.bitc.org.uk](http://www.bitc.org.uk)