

Employee Volunteering Policy Standard

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Issue Date:

1st January 2006

Authority:

Chief Executive, Serco Group

Applicability:

Serco Group covering all business divisions, operating companies and business units throughout the world

Executive Summary

We are committed to playing our part as active corporate citizens by sharing our expertise, skills and resources and creating partnerships which have a positive impact on our wider communities.

This Policy Standard sets out the detailed requirements and minimum levels of achievement necessary to implement Serco's commitment to supporting employee volunteering.

It details managerial responsibilities in supporting employees who wish to undertake voluntary activities.

1 Introduction

Being a good corporate citizen and investing in the communities we serve is an important part of the way we do business as a public service company. This Policy Standard sets out the detailed requirements and minimum levels of achievement necessary to implement Serco's commitment to supporting employee volunteering that is reflected within the Serco Management System. Specifically it addresses the expectation that employees engage as volunteers in a broad range of initiatives in the communities in which they live and work.

2 Objective and Commitment

We are committed to playing our part as active corporate citizens by sharing our expertise, skills and resources and creating partnerships which have a positive impact on our wider communities. Accordingly, Serco encourages its employees to engage as volunteers in a broad range of social, environmental and economic initiatives in the communities in which they live and work.

We believe that decisions, which support our people wishing to work with their communities as private individuals and/or as employees of Serco, are best made locally and in accordance with established Company procedures for good governance.

By actively supporting the community, and continuing to be a socially responsible organisation we believe that this will bring real benefits to our customers, our shareholders and our employees.

3 Principles

The Company will take active steps to promote employee volunteering. In authorising such activities Line Managers must be satisfied that:

- any volunteering supports this Policy Standard
- there is no conflict of interest with Serco or its activities
- they have made every effort to accommodate the request and that the time allocated will not disrupt or adversely affect core activity in the business unit after such efforts have been implemented
- the activity will not bring Serco into disrepute
- the activity is appropriate to the individual concerned
- all requests, consent and/or refusal regarding time-off for volunteering shall be in writing and logged.

4 Requirements

All decisions regarding paid time off or matched time to be taken by individual businesses and then incorporated into their individual site policy.

All staff with managerial responsibilities for staff are required to:

- ensure that this Policy Standard is implemented at all levels and in all locations within Serco
- ensure that all employees are aware of Serco's commitment to employee volunteering as outlined within this Policy Standard;
- ensure that due consideration is given to:
 - every request received
 - accommodating such requests both in time and costs to the business
 - the provision of reasonable travel costs
 - the provision of in-kind support through the reasonable use of Serco facilities e.g. use of telephone, photocopier, meeting rooms etc where this does not conflict or interfere with the Business Unit's core activity;
- ensure that any member of staff volunteering will be:
 - in an environment that complies with Serco Health and Safety standards
 - subject to a proper risk assessment prior to consent being given to participate in the activity
 - covered by appropriate insurance
 - be subject to appropriate screening and police checking;
 - provide the necessary guidance and support to employees to implement this Policy Standard;
- ensure that mechanisms exist for the continuous monitoring of the effectiveness of this Policy Standard.

5 Responsibility and Authority

The Policy Standard is issued under the authority of the Chief Executive, Serco Group plc. Responsibility for implementation of this policy standard is set out below.

- Responsibility for the achievement of this policy standard rests with the Executive Team.

- Divisional Chief Executives are responsible for implementing the policy standard, monitoring its implementation in the everyday activities of their division and report to their divisional board.
- Managers are responsible for implementing the policy standard, monitoring its implementation in the everyday activities of their operations and report to their contract board.
- All staff are responsible for the ownership and undertaking of their agreed voluntary commitment in accordance with this Policy Standard and for its implementation within the framework of Serco's procedures and directives.

6 Evidence of Compliance

To demonstrate compliance with this Policy Standard, the following documentation is to be available for audit:

- Serco Group plc
 - Employee Volunteering Policy Standard (This document)
 - internal audit reports
- Divisions/operating companies
 - Procedures
 - audit/review records
- Business units/operating contracts
 - audit/review records

7 Guidance

Further guidance is available from divisional and Group Human Resources departments and the Corporate Assurance Group. Additional information is available on the Corporate Assurance Group area of the Our World intranet.