

Equal Opportunities Policy Standard

CAG/STAN/D I

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

The aim of this policy standard is to ensure that everyone within the Serco Group is treated on the basis of their own individual merits and abilities regardless of their race, sex, religion/belief, disability, marital status, age, sexual orientation, gender identity/ expression, trade union activity, political belief, pregnancy or maternity leave, caring responsibilities, social origin or irrelevant medical or criminal records.

Specifically it addresses

- equal treatment of job applicants
- training to ensure no discrimination
- reasonable adjustments for those with disabilities
- promotion of equality
- zero tolerance to harassment, bullying or other unwanted behavior
- handling of complaints

All employees are responsible for ensuring that this policy standard is effective.

1 Introduction

This policy standard sets out the detailed requirements and minimum levels of achievement necessary to implement the equal opportunities elements of the Serco Management System. Specifically it addresses the expectation that in every working relationship we ensure equality of opportunity, honour the rights of the individual and foster partnership and trust.

2 Objective

The aim of this policy standard is to ensure that everyone within the Serco Group is treated on the basis of their own individual merits and abilities regardless of their race, sex, religion/belief, disability, marital status, age, sexual orientation, gender identity/ expression, trade union activity, political belief, pregnancy or maternity leave, caring responsibilities, social origin or irrelevant medical or criminal records.

3 Our Commitment

Serco is committed to ensuring that:

- our policies and procedures are aligned with legislation and follow best practice as determined by relevant bodies in the countries in which we operate. In the UK, such bodies include the Commission for Racial Equality, the Equal Opportunities Commission and the Disability Rights Commission. Where we operate outside the UK, our policies and procedures will be determined by equivalent local legislation and best practice
- no job applicant or employee is disadvantaged or receives less favorable treatment at any stage of their employment on grounds that are not relevant to good employment practice
- our employees receive equal opportunities training to ensure they do not discriminate (whether knowingly or otherwise) and they understand what behavior is expected of them
- reasonable adjustments will be made for those with disabilities. We will do everything possible to ensure that employees who become disabled while working for us can continue to do so
- we promote equality by developing and maintaining positive measures (where we are allowed to do so by law) to recruit and retain individuals from disadvantaged groups e.g. those who are disabled
- harassment, bullying or any other unwanted behavior, including offensive remarks is not tolerated in our workplaces
- a procedure for dealing with complaints of non compliance exists in each part of the business
- wherever possible, we try to ensure that our sub-contractors adhere to the same standards and principles.

4 Requirements

All our employees are responsible for ensuring that this policy standard is effective. Disciplinary action may be taken against those who fail to adhere to it.

In addition, 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 and that all employees are aware of its requirements
- ensure that the requirements of this policy standard is incorporated in the following processes:
 - recruitment and selection
 - contracts of employment
 - appraisal and promotion
 - training and development
 - disciplinary and grievance
 - redundancy
- ensure all existing and potential employees are aware of their rights and responsibilities under the law
- provide the necessary guidance and training to employees to implement this policy standard
- work with customers where those customers so wish, on joint monitoring of Equal Opportunities in Employment procedures and practices
- ensure that mechanisms exist for the continuous monitoring of the effectiveness of this policy standard.

5 Responsibility and Authority

This 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.
- The Group Human Resources department is responsible for reviewing the policy standard and ensuring that it is kept up to date with changes in legislation. It is also

responsible for the development of guidance and training on the implementation of the policy standard and for providing appropriate reports to the Serco Group board.

6 Evidence of Compliance

The Group Human Resources department will carry out regular monitoring of the profile of our workforce to enable us to identify trends and ensure that the diversity of our workforce reflects the communities in which we operate.

In some of the countries in which we operate there are restrictions on the recording of certain data (e.g. ethnic origin), but we are committed to ensuring that data is available for monitoring purposes wherever it is permitted by local legislation.

To demonstrate compliance with this policy standard, each division is required to provide regular statistical data as part of the group people metrics. In addition the following documentation is to be available for audit:

- Serco Group plc
 - equal opportunities policy standard (this document)
 - recruitment policy standard (CAG/STAN/D6)
 - related policy statements and procedures
 - internal audit reports
- Divisions/operating companies
 - Procedures
 - training material
 - audit/review records
- Business units/operating contracts
 - audit/review records

7 Guidance

Additional guidance and details of relevant legislation is available from divisional human resources departments.