

Business in the

Community

CORPORATE RESPONSIBILITY INDEX 2004

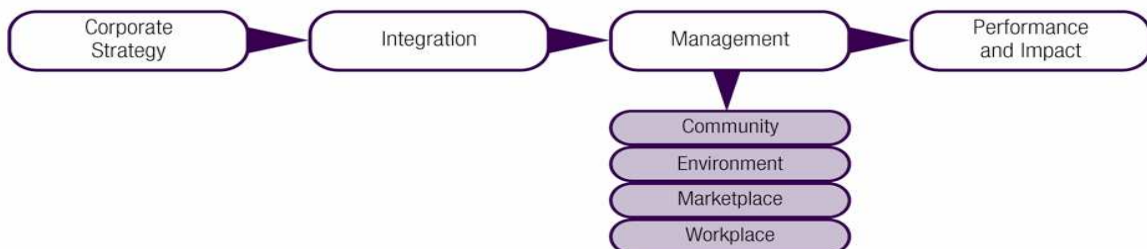
Confidential Feedback Report

Business in the Community is pleased to provide you with a copy of your confidential feedback report for the Corporate Responsibility Index 2004. This is a summary of your results, which compares your company's performance in the Index against other companies in your sector and the universe of participating companies. This year a total of 144 companies are using the Index as a management tool, with 132 companies participating publicly.

Company Name	Serco Group	Companies in your Sector Amey Rentokil Initial Serco Group Sodexho* The Capita Group WS Atkins * reporting UK operations only
Sector	Support Services	
Economic Group	Cyclical Services	
Index Score 2004	82% 2004 Top 100 Company	
Outstanding performance in the following areas Corporate Strategy Workplace Management		

Index Model

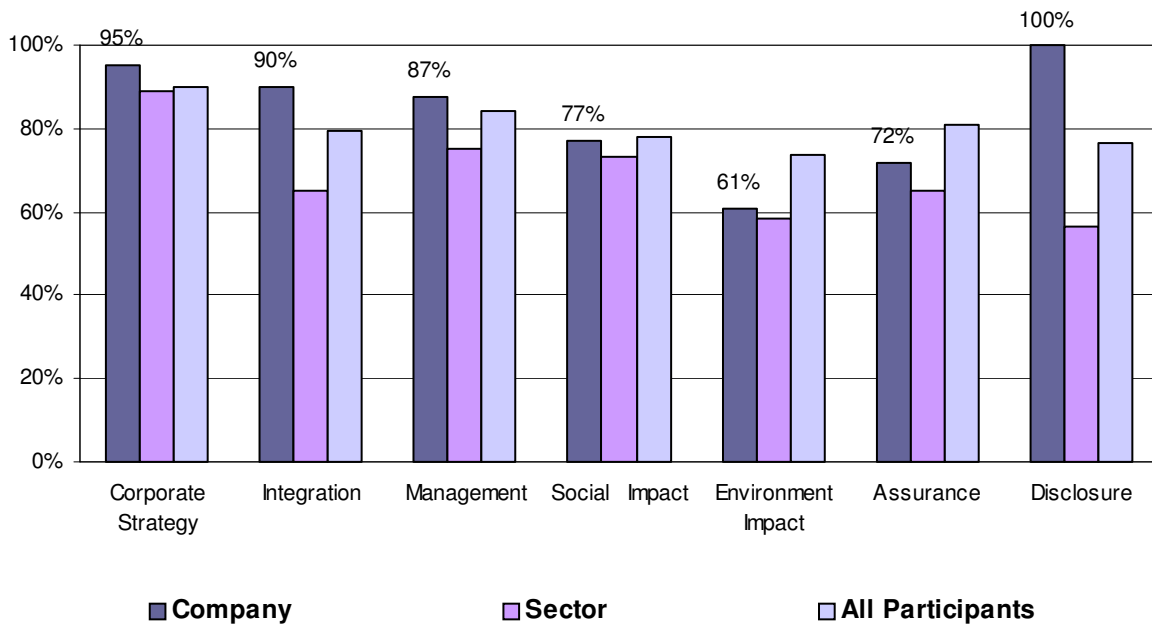
The Corporate Responsibility Index is based on a framework of four components shown in the following model. The Index enables companies to assess the extent to which **corporate strategy is integrated** into responsible business practice throughout an organisation. It provides a benchmark for companies 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 the business.



Scoring - The **Strategy** section of the Index represents 10% of the overall score, **Integration** and **Management** receives 22.5%, and the **Performance and Impact** section receives 35% (equally split between Environment and Social). The final 10% of marks are awarded for the level of **Assurance** (5%) provided by participants and their willingness to **Disclose** certain information relating to their survey submission (5%).

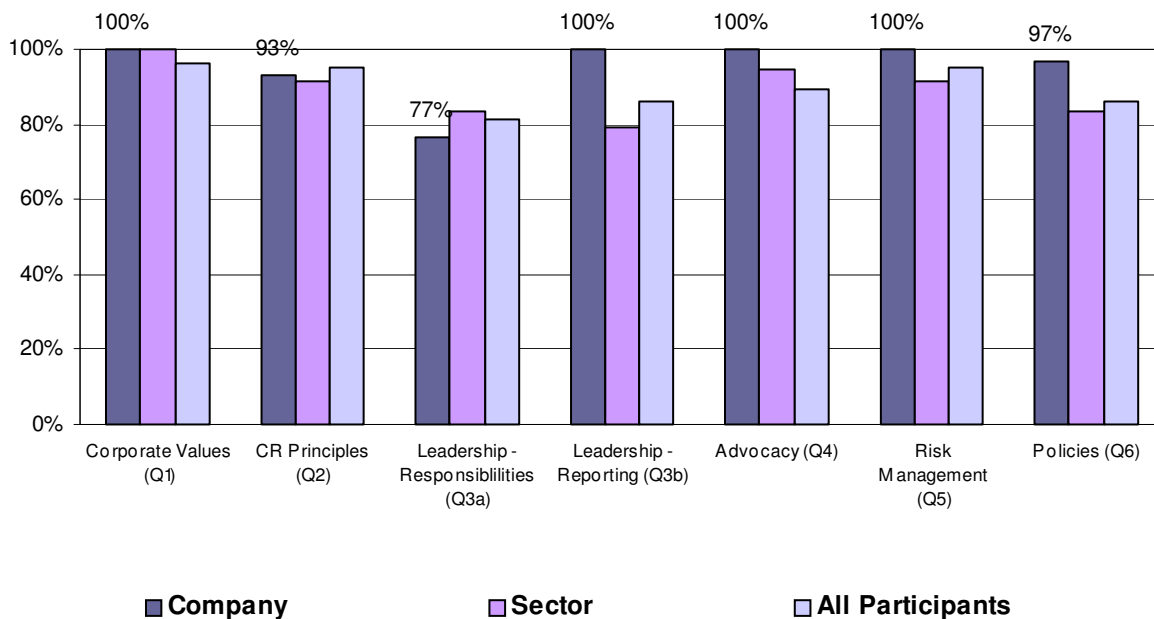
Overall Summary

The following figure provides a summary of your company's overall performance across the Corporate Responsibility Index. 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%.



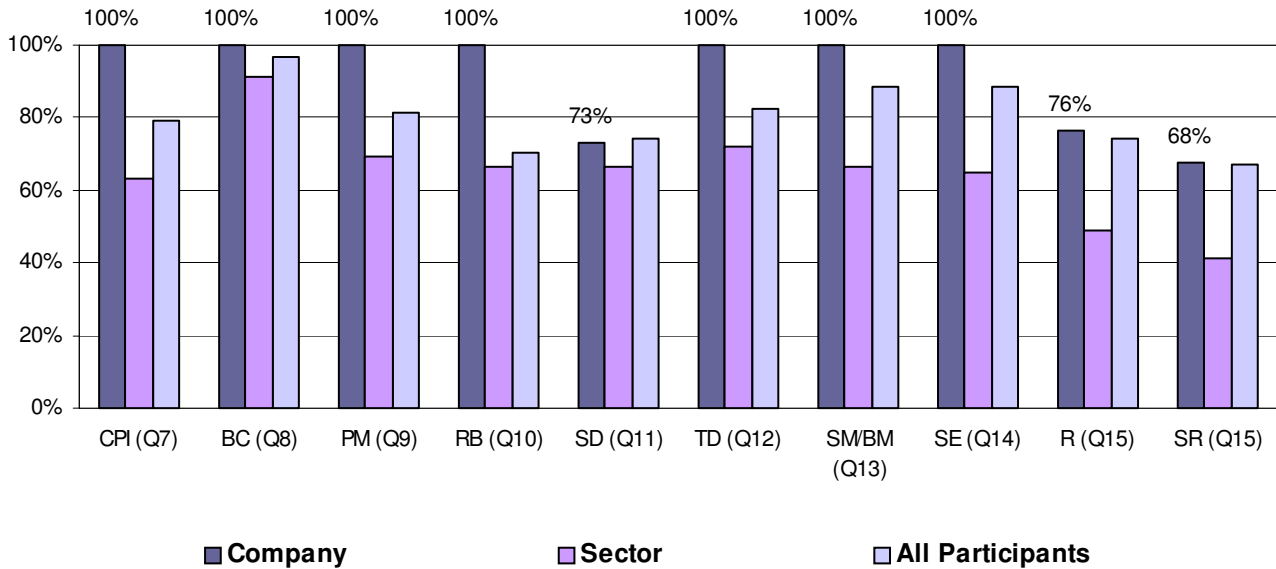
Section 1 Corporate Strategy

The Corporate Strategy section looks at how the nature of your company's business activities influences a company's values and principles, how these are addressed through risk management, development of policies, and responsibilities held at a senior level in the company.



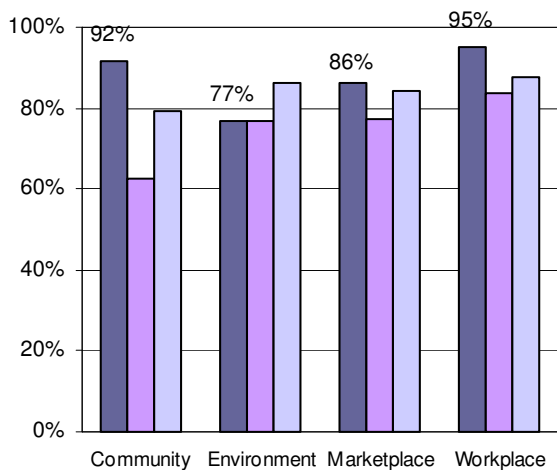
Section 2 Integration

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



CPI - Corporate Responsibility Principles Integration, **BC** - Business Conduct, **PM** - Performance Management, **RB** - Remuneration and Bonus, **SD** - Strategic Decision-making, **TD** - Training and Development, **SM/BM** Senior Managers and Board member Training/Briefing, **SE** - Stakeholder Engagement, **R** - Reporting, **SR** - Scope of reporting

Section 3 Management Practice



In the Management Practice Section we are looking at how your company manages issues relating to the **Community, Environment, Marketplace**, and the **Workplace**. 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 implements, monitors and communicates its policies, objectives and targets. The management practice section covers the following:

Community Management	Questions 16-21
Environment Management	Questions 22-28
Marketplace Management	Questions 29-35
Workplace Management	Questions 36-40

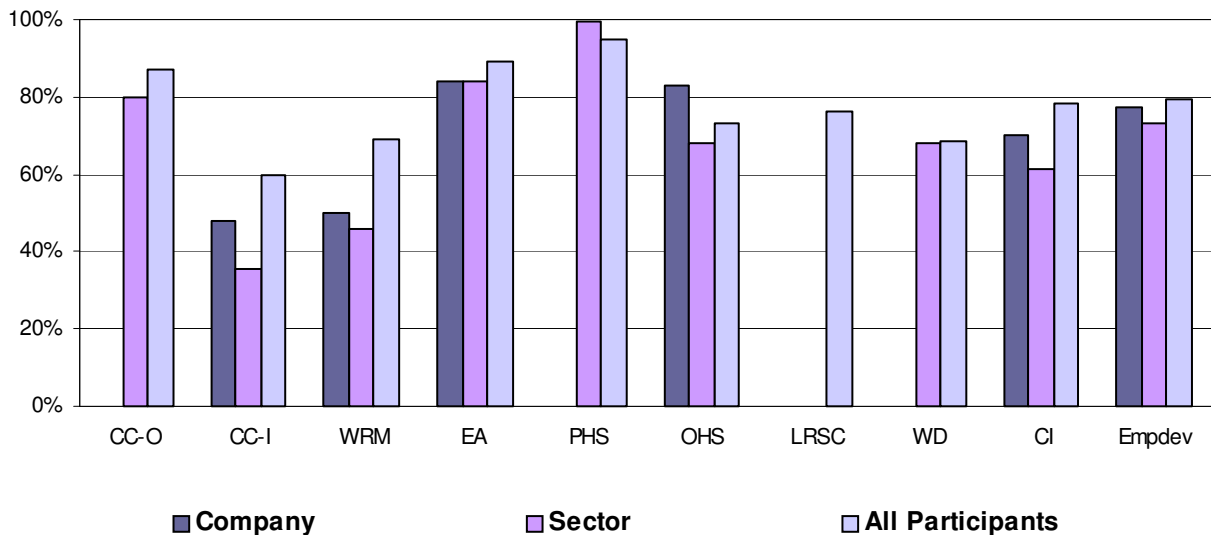
Note: If your company elected to take part in Business in Community's Environment Index, further details of your company's environmental management performance are provided in a separate confidential feedback report.

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. Each company was asked to complete a total of six impact areas. All companies complete two mandatory environmental impact areas on **Climate Change** (combined or individual KPIs) and **Waste and Resource Management**, and in addition complete an additional environmental impact area relevant to their business. Companies were also asked to select two social impact areas drawn from **Product Health and Safety**, **Occupational Health and Safety**, **Labour Rights in the Supply Chain**, **Diversity in the Workplace**, and **Community Investment** plus one extra social impact area – again relevant to their business.

In the following chart we provide details of how your company performed in both the core and additional selected impact areas. The figure provides averages for the impact areas selected by your company and other companies in your sector.

Environmental & Social Impact



CC-O – Climate Change (overall KPI), **CC-I** – Climate Change (individual KPIs), **WRM** – Waste & Resource Management, **EA** – Emissions to Air, **PHS** - Product Health & Safety, **OHS** - Occupational Health & Safety, **LRSC** - Labour Rights in the Supply Chain, **WD** - Workplace Diversity, **CI** - Community Investment, **Empdev** - Employee Development

The impact areas that companies in your sector chose to complete were: Responsible Products & Services, Employee Development, Employee Welfare, Water Consumption, Emissions to Air, Resource Use, Unplanned Environmental Incidents

Business in the Community has provided you with a **Guide to your confidential feedback form** to help you evaluate your company performance and to identify the next steps for your business. If you would like further advice or support in analysing your feedback, support in identifying future actions where your company can further improve its performance or details of good practice to support your activities internally, Business in the Community can offer a number of services on an advisory services basis. For further details please contact the Corporate Responsibility Index team at Business in the Community at corporateresponsibility@bitc.org.uk Website: www.bitc.org.uk