

# People

**Our success is a reflection of our people, so being a great business depends on us having great people.**

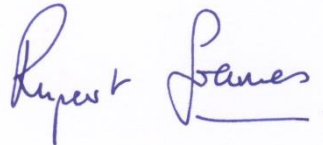
Great people flourish when they are engaged, inspired and motivated to give their best. To support our people in meeting their potential and working to the best of their ability, we will have effective policies, standards, systems and processes for recruiting, developing, rewarding, reviewing and managing our people. These will reflect our values, comply with labour and employment laws and regulations wherever we work and build trust in our working relationships.

**We will:**

- make sure we have the skills and resources to meet current and future requirements by recruiting and inducting high-quality people who reflect the communities in which we work
- reward our staff and provide agreed benefits as appropriate
- honour people's rights in line with the United Nations Universal Declaration of Human Rights and treat all our people fairly and consistently to promote good working relationships and respect equal opportunities
- respect the local conventions, laws and customs of the countries in which we work
- recognise and review employee performance and the development of their skills to meet current and future business needs
- regularly analyse and proactively manage the diversity of our workforce
- promote constructive working relationships and deal appropriately with unions and employee representatives in line with established rules
- promote, support and assess the health and wellbeing of our people

- deal fairly and consistently with staff being transferred to another part of our business and those leaving the Company
- support and contribute to the social and economic wellbeing of those communities in which we work and encourage people to take part in projects that strengthen these communities

We will put this policy into practice through strong leadership and consistently applying our values and locally approved policies, standards, operating procedures and processes.



**Rupert Soames**

*Group Chief Executive, Serco Group plc*