

# Our Code of Conduct

A summary for short term / temporary colleagues



**At Serco we're all responsible for knowing Our Code, using it – and living it.**

## Welcome to Serco

Values really matter to Serco. Our values are Trust, Care, Innovation and Pride. We live these every day. To help bring them to life we have a Code of Conduct. This describes the standards and behaviours we expect when working for Serco.

This is a shortened version of Our Code of Conduct. It covers key things you need to know. But you must read, understand and follow our full Code which is available online, go to:

[www.serco.com/codeofconduct](http://www.serco.com/codeofconduct)

## Our People

We want Serco to be a safe and great place to work.

**Working safely** – We all need to follow safety rules and procedures, and take personal responsibility for the things we do: like wearing the right equipment; following method statements; only operating equipment if qualified; reporting accidents or unsafe work practices. Always ask if you are not sure how to do something safely.

Staying safe also includes protecting our workplace from the risks created by those who abuse drugs, alcohol and other substances.

**Respecting your rights** - We seek to respect and protect people's rights. Whilst we may request to view and keep a copy of your government-issued identification, passport or work permit as a condition of employment, we will never retain the original documents. We will not and neither will any company that works for Serco charge you any fees or costs for recruitment to work for us. If you think or suspect people's Human Rights are being abused – Speak Up.

**How we treat each other** - We don't start rumors or talk idly. And you should never speak on behalf of Serco unless authorized to. We should treat our people fairly and equally, and value difference and diversity. We will not tolerate any form of discrimination. There is no room for any kind of bullying, harassment or violence. So if you see it or experience it – Speak Up.

## Our Business

Our business integrity depends on your integrity. We rely on you to do what's right, and protect our reputation.

**Conflicts of Interest** - When your personal interests could interfere with Serco's business it maybe a conflict of interest. If you think you might have one speak to your manager.

**Honest business** – We will not offer, accept, solicit or pay a bribe or facilitation payment. We recognize exchanging gifts and hospitality can build goodwill so we have clear procedures you must follow to govern this. Any gift and/or hospitality offered or received should be recorded online at [gandh.serco.com](http://gandh.serco.com).

We make sure our books, records and financial reporting are accurate and honest including expenses and time records.

**Fair business** - We compete fairly, openly and honestly. We should always provide accurate information, and should never cheat anyone, whether we're working on our own, or with others.

When employees from clients or competitors come to work for us, we should not use their knowledge as an unfair competitive advantage.

## Our Information

We must all protect the information and ideas that give us our competitive advantage.

**Managing information** - We ensure confidential information about Serco, our people, our customers, or our partners and suppliers is secure. In particular we take care when we're online or using mobile devices.

At times we handle personal information. We all must respect this information and ensure it is protected, handled responsibly and only used for the purpose for which it was provided. Unless authorized to do so, never disclose personal information to anyone who doesn't have the right to see it or the need to know it.

**Secure systems** - We are each responsible for what we say online and in social media. We use Serco's computer systems and printed archives responsibly. And we follow all the procedures – e.g. for passwords, log-ins and the Cloud.

### So remember when working for Serco you should:

- Follow safety rules
- Respect your colleagues – do not discriminate, bully or harass
- Not give or take bribes – no matter how small
- Provide accurate information and never cheat
- Keep information secure
- Never disclose personal information without proper authorization
- Use social media responsibly
- Speak Up if you have any concerns

## Living Our Code

We need everyone to do what is right, and Speak Up when they believe Our Code is being broken. If you have a question or want to report something then speak to local management (your Supervisor, Manager, Human Resources or Ethics Lead). If you're not comfortable doing that, then you can contact the company in confidence through the Serco Speak Up line.

Call toll free on 800-969-6363.

Or you can report online by going to: [serco-speakup.com](http://serco-speakup.com).

Or email [speakup@serco-na.com](mailto:speakup@serco-na.com)