

# Security

**We work in many different countries providing a wide range of services, which make a difference to the lives of millions of people around the world. The provision of these services is wholly dependent upon our human, information and physical assets and resources.**

Serco is committed to protecting and preserving these assets and resources from all threats, whether internal or external, deliberate or accidental, that might have an adverse impact on individuals, our customers, our activities and our reputation.

Security is everyone's responsibility and Serco expects that all employees will contribute to the achievement of this Policy and the continual improvement of standards of security.

**We will:**

- identify, assess and manage the security risks to the personal data we process, as well as those risks faced by our people and our business
- identify, train and use necessary and competent resources within a defined structure to manage security risk
- set security objectives, targets and procedures that reflect legal, regulatory and customer requirements and address identified risks
- inform and educate employees about data protection and security matters so that they are aware of and able to fulfil their security and privacy responsibilities
- ensure the physical environments that protect our assets are secure, in good condition and fit for purpose
- ensure employees are appropriately vetted, verified, trained and security cleared commensurate with the activities they are undertaking, in particular, those employees who have access to personal data

- build and operate our IS infrastructure to ensure access is controlled and the confidentiality, integrity and availability of our data is maintained at a level appropriate to the risk
- adopt and implement measures which meet the principles of 'privacy by design' and 'privacy by default'
- establish feedback mechanisms that encourage the free and honest reporting of security issues and consider the input of employees and others with an interest in our work when making decisions relating to security
- assess compliance with Security and Information & Data Privacy policy and standards through planned, independent and documented compliance assurance reviews and audits
- measure, monitor and report performance of our policy and standards against set objectives and targets
- regularly review the security management system to ensure its suitability, adequacy and effectiveness

We will put this policy into practice by applying policies, standards, operating procedures and processes so that we protect our human, information and physical assets and resources.

**Rupert Soames**

*Group Chief Executive, Serco Group plc*