

# Governance

**Our governance framework describes how we ensure the best interests of all our stakeholders – our customers, employees, shareholders and the societies and communities which we serve.**

We will maintain a system of internal control; including financial, operational and compliance controls, risk management and internal audit. These combine to ensure we operate safely and ethically, deliver a great service that is valued by our customers and safeguards shareholders' interests, our assets and reputation.

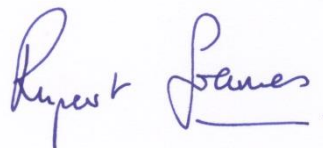
We are committed to achieving high standards of corporate governance, integrity and business ethics in all our activities around the world.

**We will:**

- work within a governance framework, implementing internal boards and committees that effectively direct and control the business
- manage our business within an organisational structure where responsibilities and accountabilities are clearly defined and allocated to people who have the necessary skills and capabilities
- maintain a management system which sets the policies, minimum standards and procedures that the business will operate within
- create an open and transparent environment where good behaviour is recognised and where employees feel safe in the knowledge that poor behaviour and breaches of our minimum standards can be reported without fear and dealt with effectively, consistently and appropriately; without exception
- establish appropriate delegated levels of authority to ensure appropriate control and governance within the business
- apply principles of good programme and project management to all of our bids and contracts

- maintain appropriate insurance cover for physical, personal and information assets and statutory obligations
- monitor and manage commercial and contractual risks ensuring that we are not exposed to unreasonable risks and where appropriate these are shared with those we work
- properly record all commercial, business and legal transactions and retain material documents
- make sure our legal entities comply with relevant laws and correctly report their business activities
- meet our regulatory commitments and obligations in relation to Serco's listing on the London Stock Exchange
- implement audit and compliance programmes to assure ourselves that management systems and existing controls are effectively managing risks
- manage instances of non-compliance of legislation, our code of conduct and our policies

We will put this policy into practice by applying effective policies, standards, operating procedures and processes, to make sure all our business activities are properly directed and controlled.



**Rupert Soames**  
Group Chief Executive  
Serco Group plc