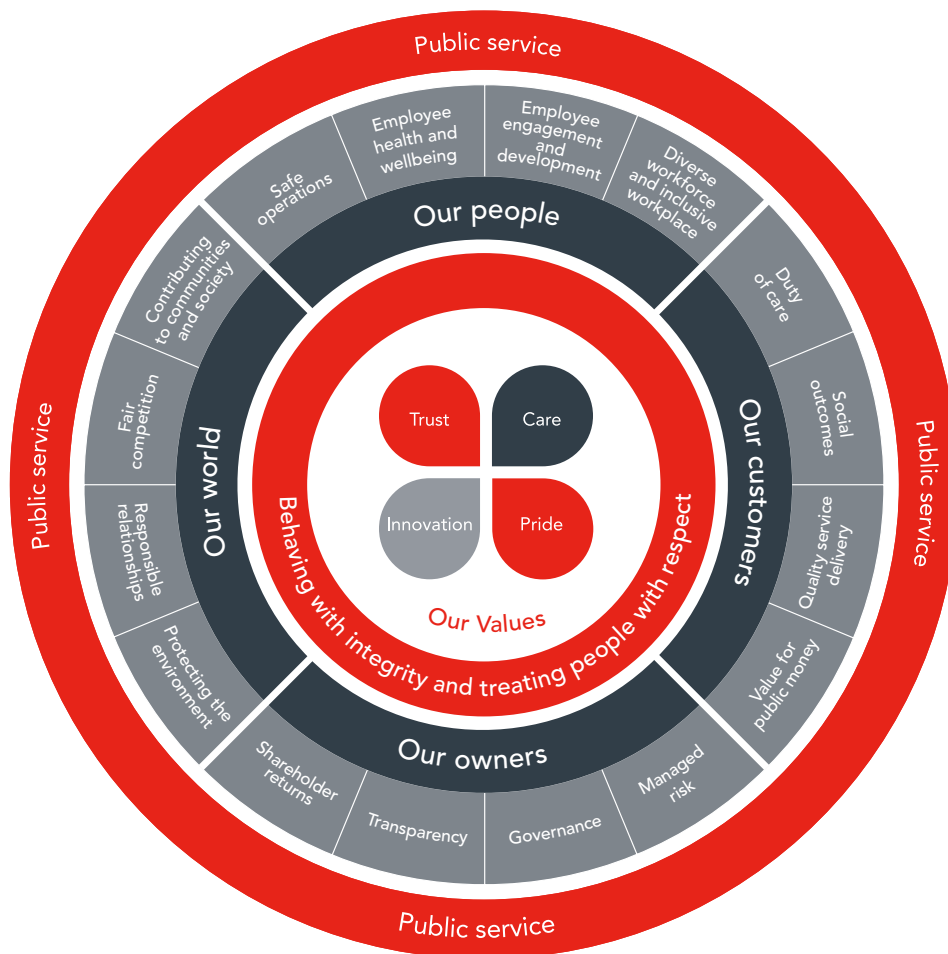


# Our corporate responsibility framework

In order to make the principles outlined in our introduction actionable and meaningful, we have a CR framework structured around our four core stakeholders: owners, customers, employees and the wider world.

This framework defines our principal areas of responsibility and sustainability and helps to guide practice and behaviour whilst facilitating measurement of performance. Our efforts are not limited to these items, but this is where we focus our attention and ambitions most closely. Each component in our framework represents a continuously improving system of people, projects and processes – managed by global teams and fulfilled by our employees.



**Our Values:** Our Values shape the way everyone in Serco works and behaves.

**Behaving with integrity and treating people with respect:** We operate morally and ethically, with respect for human rights.

**Our customers:** We understand the complex social challenges that shape our chosen markets and strive to help our customers address them. We are driven by our public service ethos to help our customers create positive and sustainable outcomes for society.

**Our people:** We are committed to enabling the development, wellbeing and safety of our people.

**Our world:** We strive to be responsible in how we manage our impact on the communities, economies and environments in which we operate – working to make a positive and sustainable difference wherever possible and limiting any other impact we may have.

**Our owners:** We are determined to protect our shareholders' interests and create long-term, sustainable value for them.

**Public service:** Everything we do is motivated by our desire to be a trusted partner of governments, delivering superb public services that transform outcomes and make a positive difference for our fellow citizens.