

# SOCIAL IMPACT AND CSR PERFORMANCE HIGHLIGHTS

We play an important role in society – our 546,000 employees deliver services that create a safer and better environment in which millions of people live and work. Through these services and our organisation, G4S delivers a broad range of significant and far reaching social and economic benefits to the communities in which we live and work, many of which are helping to realise the United Nations Sustainable Development Goals.

## OUR CSR PRIORITY AREAS

To ensure that G4S' approach to CSR remains focused on the areas that are most relevant to the business and its stakeholders, a wide-ranging materiality assessment is undertaken every two years. The most recent assessment, completed in December 2017, confirms our three core CSR priority areas during 2018 and 2019. For more information on the assessment see page 85.



### HEALTH AND SAFETY

The safety of our employees and those in our care is one of our corporate values and is a priority for the Group (see pages 20 to 25).



### Respecting Human Rights – CSR priority area

We are proud of the role G4S and its employees play in society and the positive contribution they make to the protection of human rights through our range of services and the standards which we apply. However, we are clear that, as a business we have a responsibility to ensure that we are not at risk of violating human rights through the services we provide, the customers with whom we work, the suppliers we use, or through the treatment of our colleagues and others in our care. G4S' human rights policy and its related framework are based upon the United Nations Guiding Principles on Business and Human Rights. Alongside our values of Integrity and Respect, the framework reinforces the continued development of a business model which aids the realisation of the United Nations Sustainable Development Goals through the creation of employment opportunity, the global improvement of industry standards and by helping to create secure and stable communities around the world.



### HUMAN RIGHTS

Our respect for human rights is core to the sustainable success of the business and continues to be an important part of our risk assessment and mitigation process.

During 2018, we have:

- Conducted human rights training and awareness sessions for senior management across the Group.
- Revised our human rights control self-assessment process and completed 48 self-assessments in high risk countries and a further 48 assessments in other countries.
- Conducted internal audits of human rights controls in 15 countries.
- Assessed operational and other business issues against our 'risk universe', such as human rights and other CSR risks.
- Reviewed and updated our human rights heat map assessment process, and conducted a review of human rights risks to generate the 2019 human rights heat map. The review identified 23 countries, in which G4S has operations, as being high or very high risk environments for human rights.
- Enhanced our supplier code of conduct and reviewed our approach to risk assessment for modern slavery.



### ANTI-BRIBERY AND CORRUPTION

We will continue to develop and encourage a workplace culture in which all employees are clear about the company's standards of ethics and feel confident that they may raise ethical concerns (see pages 20 to 25).

- Published our second slavery and human-trafficking statement, setting out the actions we have taken to help prevent modern slavery within our business and supply chain.
- Implemented the recommendations made by the independent review of Brook House Immigration Removal Centre.

#### ACTIONS FOR 2019

- Continue to build awareness of human rights responsibilities across the Group
- Conduct human rights control self-assessments in all businesses operating in high-risk countries and continue the programme of internal audits
- Complete implementation of enhanced supplier code of conduct risk assessment and due-diligence approach in the UK



## SUSTAINABLE DEVELOPMENT GOALS

The United Nations Sustainable Development Goals (SDGs) call upon business to advance sustainable development through the investments they make, solutions they develop and the practices they adopt. We have identified fifteen social and economic impacts where G4S supports the broad realisation of the Goals and makes a positive difference to society and communities around the world. Within these, we have a specific focus on Goal 8 (Decent Work and Economic Growth) with 'Health and wellbeing' and 'Job creation' and Goal 16 (Peace, Justice and Strong Institutions) with 'Prevention of crime' which closely align with our strategy and operational expertise.

### Social-economic impact



### Priority sustainable development goals for G4S

#### Health and Wellbeing

The nature of G4S' work and the environment in which we operate may become hazardous. Mitigating this risk so that our people and those in their care can remain safe and secure every day is a strategic priority for the Group. G4S is investing in safety awareness training and intervention as part of an ongoing programme to enhance the safety culture of the company and security industry and achieve its goal of zero harm.



#### Job Creation

G4S provides direct employment to 546,000 people around the world. Through its supply chain and employee expenditure, G4S indirectly supports the creation of hundreds of thousands of further jobs worldwide. In helping to create safer environments in which businesses may prosper, G4S can also contribute to the attractiveness of investment by businesses into new communities and the creation of further employment opportunities.









#### Prevention of Crime

G4S delivers a wide range of specialist security services that mitigate the risk or impact of criminal behaviour and help to create safer communities. A key focus of our Care & Justice Services operations is to confront and address offender behaviour and work towards their rehabilitation and positive reintegration in the community.



KEY CSR INDICATORS, PRINCIPAL RISKS, NON-FINANCIAL INFORMATION STATEMENT AND CSR POLICIES

KEY INDICATOR <sup>KPI</sup>	GOAL	2018	2017	2016	2015	
<b>EMPLOYEES</b> PAGES 20-25 	Number of employees	–	546,000	570,000	585,000	610,000
	Percentage of female managers	Increase the number of female managers in the Group	22.5%	22.8%	25.5%	23.4%
	Percentage of front-line female employees	–	14.3%	14.2%	13.6%	13.4%
	Coverage by collective agreements	–	33%	31%	32%	33%
	Voluntary turnover	Reduce global levels of employee turnover	24.7%	25.3%	27.6%	29.4%
	Biennial Global Survey – Response rate	Increase the response rate to the global survey	n/a	73%	n/a	73%
	Biennial Global Survey – Overall favourable response	Increase the overall favourable response rate to the global survey	n/a	84%	n/a	82%
<b>SAFETY</b> PAGES 20,22,25 	Work related fatalities	Zero harm	24	25	47	46
	Attack		14	8	20	17
	Non-attack		3	6	10	9
	Road traffic incident		7	11	17	20
	Lost time incidents (per 1k employees)	Reduce the LTI rate	6.6	6.7	7.7	8.5
Non-natural deaths in custody (UK/Australia)	Zero harm	9	3	9	2	
<b>HUMAN RIGHTS</b> PAGE 36 	Number of human rights control self assessments	Assess all businesses operating in high-risk countries	48	65	54	n/a
		Increase number of businesses completing control self assessments in lower-risk countries	48	n/a	n/a	n/a
	Number of human rights audits in high-risk countries	–	15	37	n/a	n/a
<b>SPEAK OUT: WHISTLEBLOWING</b> PAGES 24-25 	Number of cases raised via Speak Out	Increase the confidence of employees to raise concerns through available channels	519	300	402	158
	Employees “feel able to speak up on unethical behaviour”		n/a	84%	n/a	80%
<b>ENVIRONMENTAL</b> PAGES 129-130 	GHG emissions per £m revenue t/CO2e	Reduce carbon intensity 3.5% per annum	59.5	61.2	62.8	66.0
	Total GHG emissions t/CO2e	Decrease total carbon emissions	455,310	472,019	472,748	461,262
	Scope 1 t/CO2e		271,471	276,493	268,107	276,594
	Scope 2 t/CO2e		96,833	101,506	107,297	96,449
	Scope 3 t/CO2e (Air Travel)		17,147	17,693	15,114	15,926
<b>SOCIAL MATTERS</b> 	Business overview (pages 6-15)					
	Stakeholder engagement (pages 16-17)					
	Geopolitical risks (page 70)					
	Tax strategy					
	Supplier code of conduct					

RELEVANT POLICIES

- Business Ethics Policy – g4s.com/ethics
- Ethical Employment Partnership – g4s.com/EEP
- HR Core Standards – g4s.com/HRstandards
- Gender Pay Gap Report (UK) – g4s.com/genderpaygap

OUR IMPACT AND RELATED PRINCIPAL RISKS PAGE

- Stakeholder Engagement 16-17
- People & Values 20-25
- CSR Materiality Assessment 36, 85
- Health & Safety (Principal Risk) 67
- Culture & Values (Principal Risk) 67
- People (Principal Risk) 68
- Geopolitical (Principal Risk) 70
- CSR Committee 93-95

- Health and Safety (Principal Risk) 67

- Business Ethics Policy
- Human Rights Policy – g4s.com/humanrights
- Slavery and Human Trafficking Statement – g4s.com/modernslavery

- People & Values 20-25
- CSR Materiality Assessment 36, 85
- Culture & Values (Principal Risk) 67
- Laws & Regulations (Principal Risk) 69
- Geopolitical (Principal Risk) 70
- CSR Committee 93-95

- Business Ethics Policy
- Whistleblowing Policy – g4s.com/whistleblowing
- Human Rights Policy

- People & Values 20-25
- CSR Materiality Assessment 36, 85
- Laws & Regulations (Principal Risk) 69
- Culture & Values (Principal Risk) 67

- Business Ethics Policy
- Environmental Policy – g4s.com/environment

- CSR Materiality Assessment 36, 85
- Greenhouse Gas Emissions 129-130

- Business Ethics Policy
- Supplier Code of Conduct – g4s.com/suppliercode
- Tax Strategy – g4s.com/tax
- Whistleblowing Policy

- Stakeholder Engagement 16-17
- People & Values 20-25
- CSR Materiality Assessment 36, 85
- Laws & Regulations (Principal Risk) 69
- Geopolitical (Principal Risk) 70