

# Managing our material issues

To ensure that G4S's approach to sustainability remains focused on the areas that are most relevant to the business and to its stakeholders, we regularly undertake a materiality assessment of ethical and sustainability issues.

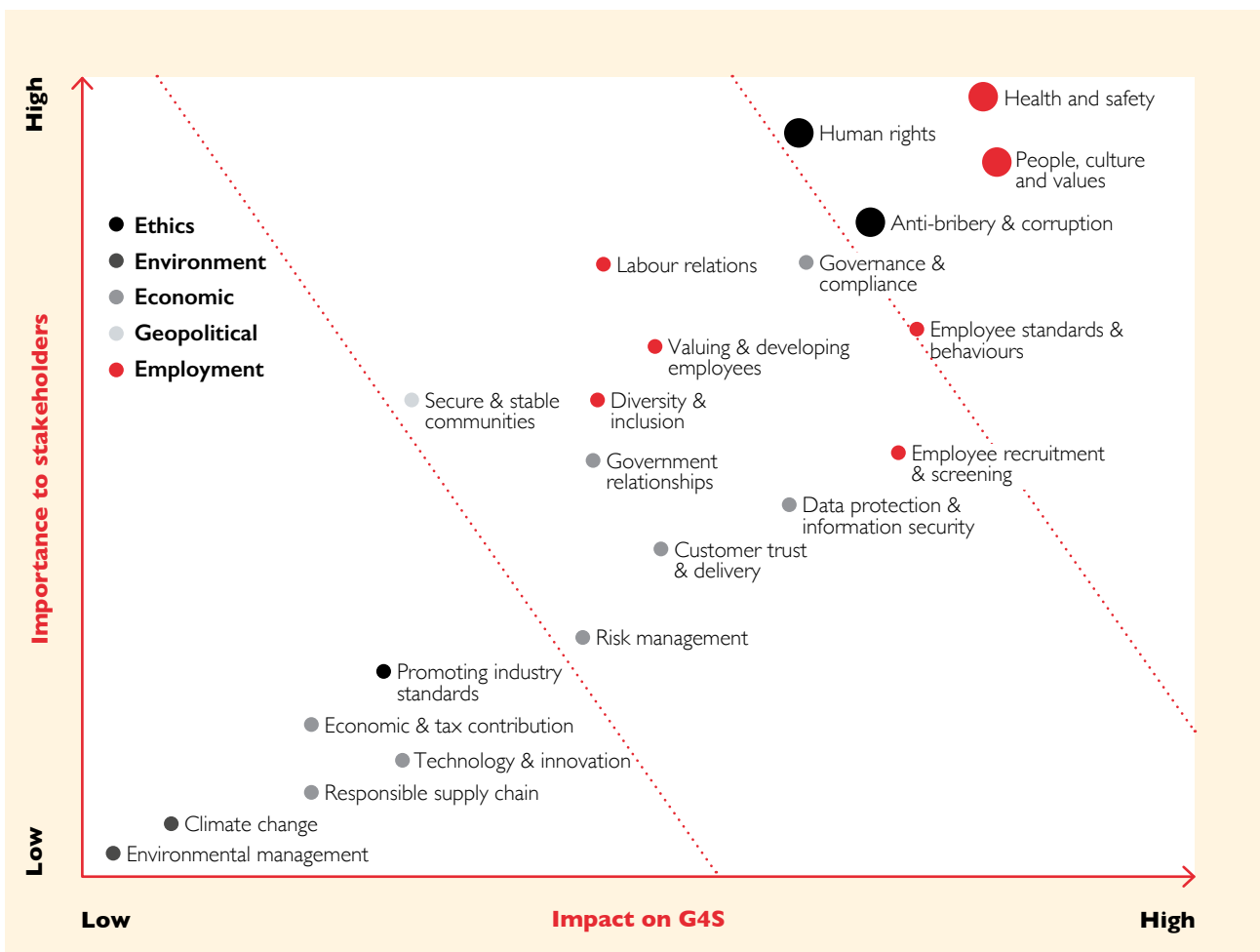
## Our CSR priority areas

Based upon the feedback from a broad range of parties, including the executive and non-executive members of G4S's senior management, sustainability analysts, industry bodies, customers, suppliers and NGOs – our current assessment, confirms four core CSR priority areas:

- Health, safety and protection of employees and people under G4S's care
- Human rights
- Anti-bribery and corruption
- People, culture and values

The findings reinforce the importance that G4S's ethics, culture and values, and our employees' personal standards and behaviour have in preventing issues and non-compliance across the core priorities and other CSR matters.

In 2020 we will conduct a new assessment of the CSR issues most relevant to G4S and its stakeholders. This assessment has been postponed from 2019 to allow for organisational changes and potentially different issues and priorities following the disposal of the majority of our conventional cash businesses.



# CSR priority areas

We touch the lives of millions of people every day, providing employment to hundreds of thousands around the world, and delivering crucial services to help keep society safe and secure.

## Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) call upon businesses to advance sustainable development through the investments they make, solutions they develop and the practices they adopt. We have identified a range of social and economic impacts where G4S supports the 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) and Goal 16 (Peace, Justice and Strong Institutions) which closely align with our strategy, CSR priority areas and our operational expertise.

### Health and Safety



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### Human Rights



 PLEASE SEE PAGE 33


### Anti-Bribery and Corruption



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### Underpinned by People, culture and values

 PLEASE SEE PAGE 26





### Zero harm

**CONTRIBUTING TO THE REALISATION OF SDG 8.8.**

The safety of our employees and those in our care is our first priority. Our goal is zero harm.

While we recognise that we still have a long way to go in order to achieve our goal, since the launch of our safety programmes in 2013, the number of work-related fatalities has reduced by 57%.


 FIND OUT MORE ABOUT OUR SUPPORT OF THE SUSTAINABLE DEVELOPMENT GOALS AT [G4S.COM/SDG](http://G4S.COM/SDG)




### Ethical Employment Partnership (EEP)

**CONTRIBUTING TO THE REALISATION OF SDG 8.5 AND 8.8.**

Signed in 2008, G4S's Ethical Employment Partnership with UNI, the global union federation, helps to protect labour rights and promotes safe and secure working environments for G4S' 558,000 employees.


 [SEE G4S.COM/EEP](http://SEE.G4S.COM/EEP) FOR MORE DETAILS



### Affordable and clean energy

**CONTRIBUTING TO THE REALISATION OF SDG 7.2.**


By securing facilities and other infrastructure producing clean energy, G4S is helping companies such as EDF and Lake Turkana Wind Power to increase the share of clean energy in the global energy mix.



### Securing Your World

**CONTRIBUTING TO THE REALISATION OF SDG 16.1.**

G4S helps millions of people around the world to live and work in safe and secure environments. Through the protection of people and property, we support the reduction of injuries and violence-related deaths.





### Landmines and unexploded ordnance

**CONTRIBUTING TO THE REALISATION OF SDG 16.1.**

Over the past two decades, our specialist teams have located and destroyed more than 20 million landmines and other items of unexploded ordnance from sites around the world.

Our work has returned almost 1,500km<sup>2</sup> of land to productive use, allowing communities to rebuild their shops, farms, hospitals and schools.


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### Industry, innovation and infrastructure

**CONTRIBUTING TO THE REALISATION OF SDG 9.1.**

G4S is helping its customers to implement resilient infrastructure and support economic development. For example, in Belgium, G4S is transforming the concept of truck parking with a pioneering secure facility for overnight parking.

 [SEE G4S.COM/KALKEN](http://SEE.G4S.COM/KALKEN)

# Non-financial information statement

Our progress on sustainability.

## Employees pages 26-35

KPI	Goal	2019	2018	2017	2016
Number of employees	–	<b>558,000</b>	546,000	570,000	585,000
Percentage of female managers	Increase the number of female managers in the Group	<b>23.0%</b>	22.5%	22.8%	25.5%
Percentage of front-line female employees	–	<b>14.9%</b>	14.3%	14.2%	13.6%
Coverage by collective agreements	–	<b>30%</b>	33%	31%	32%
Voluntary turnover	Reduce global levels of employee turnover	<b>23.7%</b>	24.7%	25.3%	27.6%
Employee engagement	Increase response rate to the global employee survey*	<b>84%</b>	N/A	73%	N/A
	Increase overall favourable score in global employee survey	<b>84%</b>	N/A	84%	N/A
Migrant workers	Achieve assurance survey responses from at least 10% of migrant workers	<b>&gt;10% (UAE)</b>	N/A	N/A	N/A

\* Based on an average number of employees during the survey period.

Relevant policies	Our impact and related principal risks	Page
▪ Business Ethics Policy – <a href="http://g4s.com/ethics">g4s.com/ethics</a>	▪ Stakeholder Engagement	20
▪ Ethical Employment Partnership – <a href="http://g4s.com/EEP">g4s.com/EEP</a>	▪ People, culture and values	26
▪ Gender Pay Gap Report (UK) – <a href="http://g4s.com/genderpaygap">g4s.com/genderpaygap</a>	▪ CSR Materiality Assessment	22
▪ HR Core Standards – <a href="http://g4s.com/HRstandards">g4s.com/HRstandards</a> , including:	▪ Covid-19 (Emerging Risk)	81
▪ Migrant Worker Policy	▪ Health and Safety (Principal Risk)	83
▪ Diversity and Inclusion Policy	▪ Culture & Values (Principal Risk)	82
	▪ People (Principal Risk)	85
	▪ Geopolitical (Principal Risk)	84
	▪ CSR Committee	109

## Safety pages 28-29

KPI	Goal	2019	2018	2017	2016
LTI rate per 1k employees	Reduction in the LTI rate	5.7	6.6	6.7	7.7
Work related fatalities	Zero harm	20	24	25	47
Attack		9	14	8	20
Non-attack		4	3	6	12
Road traffic incident		7	7	11	17
Non-natural deaths in custody (UK & Australia)		2	9	3	9

Relevant policies	Our impact and related principal risks	Page
▪ Business Ethics Policy	▪ People, culture and values	26
▪ HR Core Standards, including:	▪ CSR Materiality Assessment	22
▪ Health and Safety Policies	▪ Health and Safety (Principal Risk)	83

<b>Human rights pages 33-34</b>	<b>KPI</b>	<b>Goal</b>	<b>2019</b>	2018	2017	2016
	Human rights control self-assessment	Assess all businesses operating in high-risk countries	22	48	65	54
	Human rights audits in high-risk countries	–	–	15	37	N/A
	Supply chain due-diligence assessments	Implement an improved approach to risk assessment and due-diligence of suppliers across top 15 of our highest spending businesses	73 (UK)	N/A	N/A	N/A
	<b>Policies</b>					<b>Page</b>
	▪ Business Ethics Policy					26
	▪ Human Rights Policy					22
	▪ Slavery and Human Trafficking Statement					83
	▪ Supplier Code of Conduct – g4s.com/suppliercode					82
		<b>Our impact</b>				
		▪ People, culture and values				26
		▪ CSR Materiality Assessment				22
		▪ Laws & Regulations (Principal Risk)				83
		▪ Culture & Values (Principal Risk)				82
		▪ Geopolitical (Principal Risk)				84
		▪ CSR Committee				109

<b>Speak Out: Whistleblowing pages 34-35</b>	<b>KPI</b>	<b>Goal</b>	<b>2019</b>	2018	2017	2016
	Employees “feel able to speak up on unethical behaviour”	Increase confidence of employees to raise concerns through available channels	83%	N/A	84%	N/A
	Number of cases raised via Speak Out		555	519	300	402
	<b>Policies</b>					<b>Page</b>
	▪ Business Ethics Policy					26
	▪ Whistleblowing Policy – g4s.com/whistleblowing					22
	▪ Human Rights Policy					83
		<b>Our impact</b>				
		▪ People, culture and values				26
		▪ CSR Materiality Assessment				22
		▪ Laws & Regulations (Principal Risk)				83
		▪ Culture & Values (Principal Risk)				82

<b>Environmental pages 150</b>	<b>KPI</b>	<b>Goal</b>	<b>2019</b>	2018	2017	2016
	GHG emissions per £m revenue (t/CO <sub>2</sub> e)	3.5% reduction in carbon intensity (t/CO <sub>2</sub> e per £m)	50.4	54.7	56.6	56.4
	Total GHG emissions (t/CO <sub>2</sub> e)	Decrease in total carbon emissions	422,461	444,556	470,727	479,191
	Scope 1 t/CO <sub>2</sub> e		246,910	263,703	260,688	253,350
	Scope 2 t/CO <sub>2</sub> e		95,502	98,948	112,003	115,927
	Scope 3 t/CO <sub>2</sub> e		15,338	14,354	15,446	15,045
	<b>Relevant policies</b>					<b>Page</b>
	▪ Environmental Policy – g4s.com/environment					22
	▪ Business Ethics Policy					150
	▪ Supplier Code of Conduct					
		<b>Our impact and related principal risks</b>				
		▪ CSR Materiality Assessment				22
		▪ Greenhouse Gas Emissions				150

<b>Social matters</b>	<b>KPIs /Relevant policies</b>	<b>Our impact and related principal risks</b>	<b>Page</b>
	▪ Business Ethics Policy	▪ Stakeholder Engagement	20
	▪ Supplier Code of Conduct	▪ People, culture and values	26
	▪ Tax Strategy – g4s.com/tax	▪ CSR Materiality Assessment	22
	▪ Whistleblowing Policy	▪ Laws & Regulations (Principal Risk)	83
		▪ Geopolitical (Principal Risk)	84
		▪ CSR Committee	109
		▪ Group Ethics Committee	98