



Integrated Sustainability

June 2019



Securing Your World



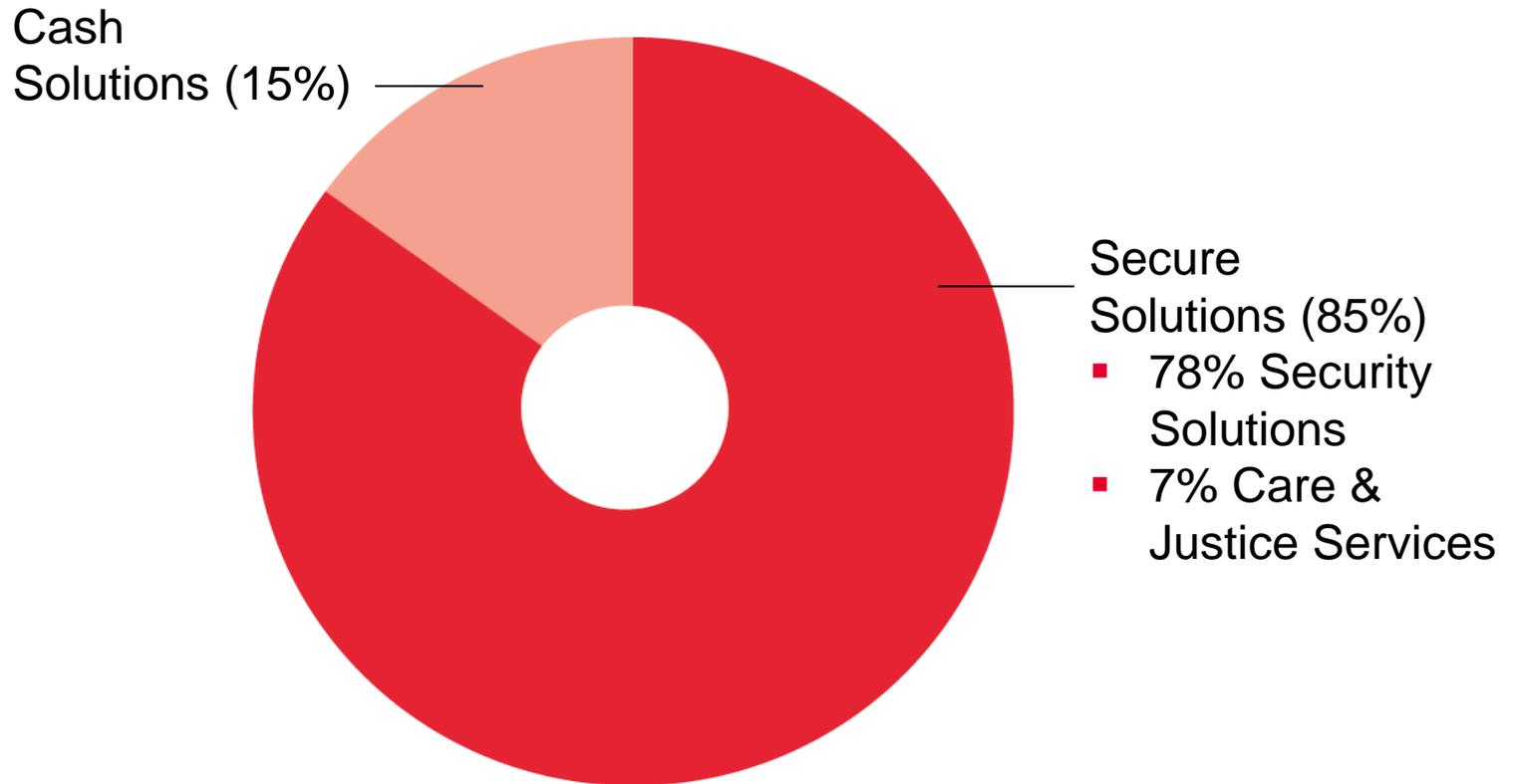
Agenda

- Overview
- People & Values
- Human Rights
- Health and Safety
- Anti-Bribery and Corruption

G4S Group Overview

Secure Solutions and Cash Solutions

2018 Revenue



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Ethics & Sustainability Governance

CSR Committee:



Elisabeth Fleuriot
Non-Exec Director
CSR Chair



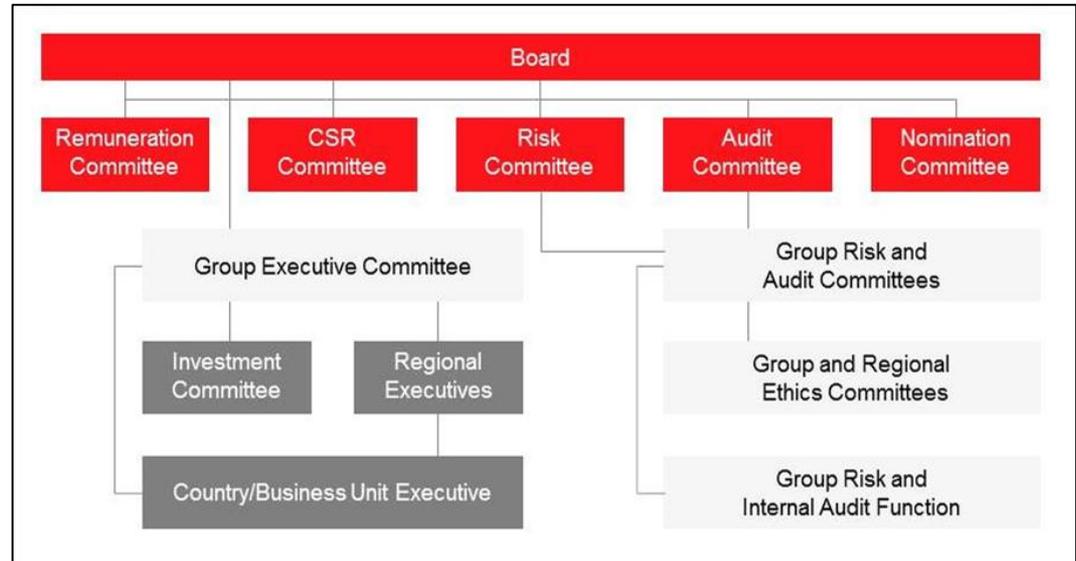
Winnie Fok
Non-Exec Director



Paul Spence
Non-Exec Director
Risk Committee Chair



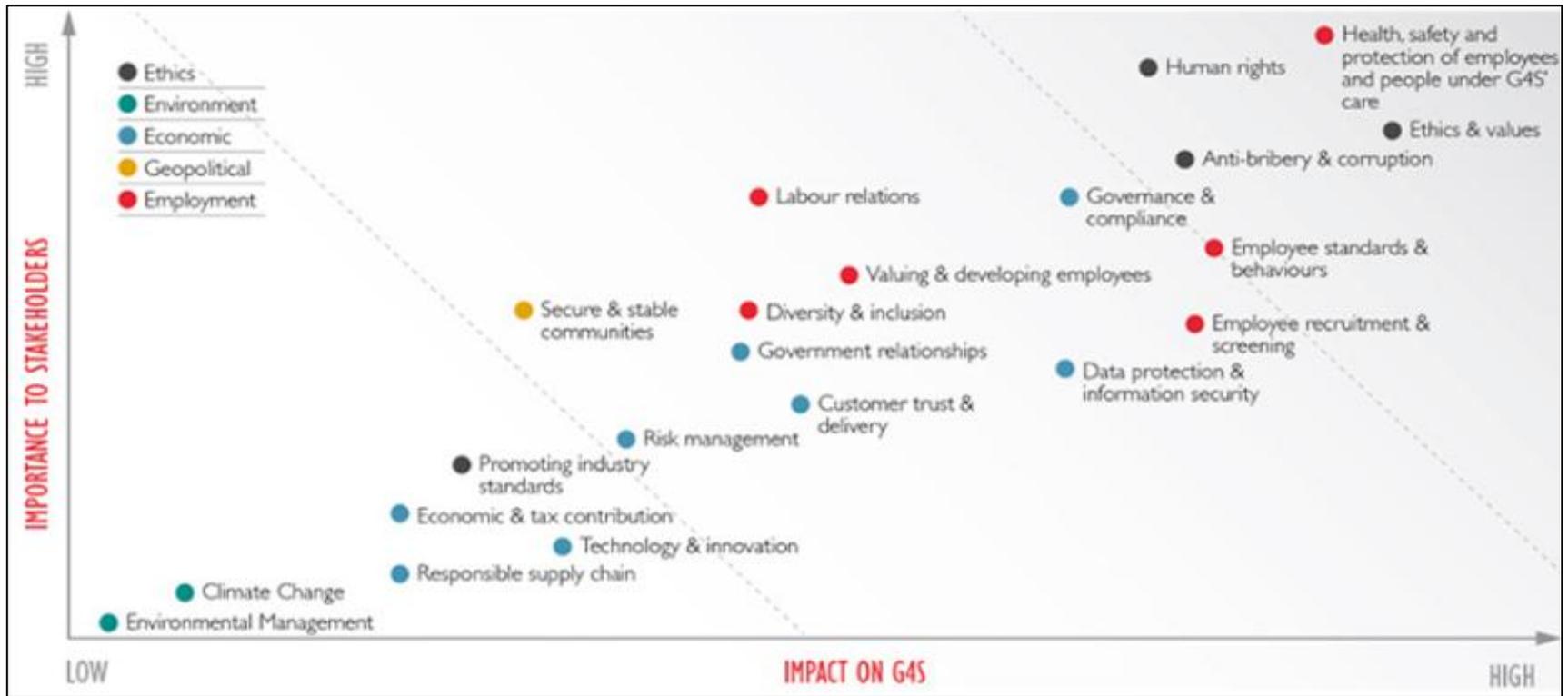
John Ramsay
Non-Exec Director



Regular attendees:

- Debbie Walker, Group Corporate Affairs Director
- Jenni Myles, Group Human Resources Director
- Mel Brooks, Regional President, Africa
- Nigel Lockwood, Head of Government Affairs & CSR

CSR Materiality Matrix 2017



Material CSR priorities defined by 2017 materiality exercise
 Bi-ennial review to be completed in Q4 2019

People & Values

Our people and values underpin everything we do.

Launched in 2016, our new values are the standards which we have set for ourselves and the organisation, and are reflected in our every-day behaviour.



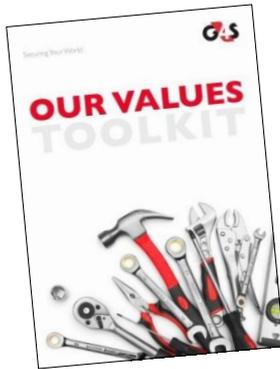
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People & Values: Embedding Our Values



People & Values: Raising awareness



- A guide for values ambassadors to promote awareness



- Templates & materials to tailor for local needs



- Videos and online training



- Practical items to reinforce values



- Tools & materials to recognise outstanding performance



- Scenario training

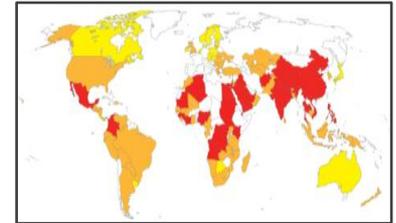
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Embedding Human Rights Standards

To ensure that G4S understands and mitigates any human rights risks which may affect its business:

- Human rights issues are embedded into key business policies and processes
- A regular human rights 'Heat-Map' review is conducted to identify the countries in which human rights risks are deemed to be high
- Human rights reviews of major new business opportunities are conducted as part of the executive review process
- Human rights awareness programmes have been implemented for senior managers
- Human rights control self assessments are integrated into the group's risk and compliance systems
- The group's internal audit programme incorporates human rights matters for businesses operating in high risk countries
- Employees are encouraged to report human rights (or other) concerns via the group's whistleblowing channels



Human Rights: 2018 Achievements

Awareness of human rights issues and responsibilities

- Training and awareness of key human rights issues and standards for senior management community.

Modern Slavery

- Human Trafficking & Modern Slavery Statement published in Q2:2019 (www.g4s.com/modernslavery).
- Updated supplier code of conduct & commenced supplier due diligence programme.

Human rights control-self assessment

- Human rights integrated into audit programme for high risk countries.
- Conducted internal audits of human rights in 15 countries.
- Completed self-assessment across 96 G4S businesses.

Human rights 'heat-map' review

- Reviewed and updated human rights heat map.
- Identified 23 countries of operation as high or very high risk environments.

Risk assessments

- Human rights risk assessments of key areas as required including operational and other business issues.

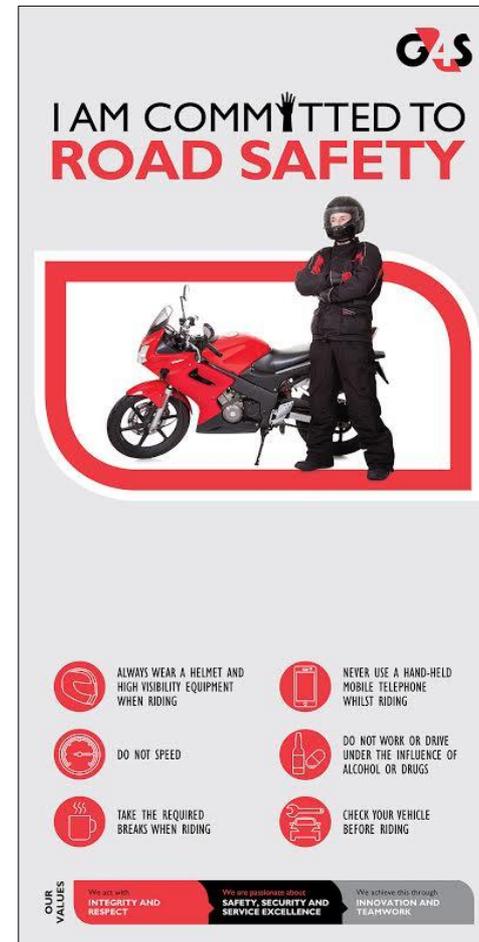
Custody & Detention

- Implemented key actions resulting from the independent review of Brook House IRC. On-going.

Safety Focus

Recent progress:

- Continued to improve the performance of businesses which have had multiple fatalities – reducing serious incidents in these businesses by 53% since 2015
- Report and track incidents which have the potential to result in a fatality (High Potential Incidents)
- Introduced a mandatory syllabus for safety induction training.
- Implemented additional controls for security officers working near gates and moving vehicles
- Reviewing risk assessment process, with the aim of reducing attacks



The poster features the G4S logo at the top right. The main text reads "I AM COMMITTED TO ROAD SAFETY" in bold, with "ROAD SAFETY" in red. Below the text is a photograph of a person in full motorcycle gear standing next to a red motorcycle, framed by a red U-shaped border. At the bottom, there are six safety icons with corresponding text: a helmet icon for "ALWAYS WEAR A HELMET AND HIGH VISIBILITY EQUIPMENT WHEN RIDING", a mobile phone icon for "NEVER USE A HAND-HELD MOBILE TELEPHONE WHILST RIDING", a speed limit sign icon for "DO NOT SPEED", a bottle and glass icon for "DO NOT WORK OR DRIVE UNDER THE INFLUENCE OF ALCOHOL OR DRUGS", a coffee cup icon for "TAKE THE REQUIRED BREAKS WHEN RIDING", and a wrench icon for "CHECK YOUR VEHICLE BEFORE RIDING". At the very bottom, there are three value statements: "OUR VALUES INTEGRITY AND RESPECT", "WE'RE BORN TO SERVE SAFETY, SECURITY AND SERVICE EXCELLENCE", and "WE'RE HERE TO DRIVE INNOVATION AND TEAMWORK".

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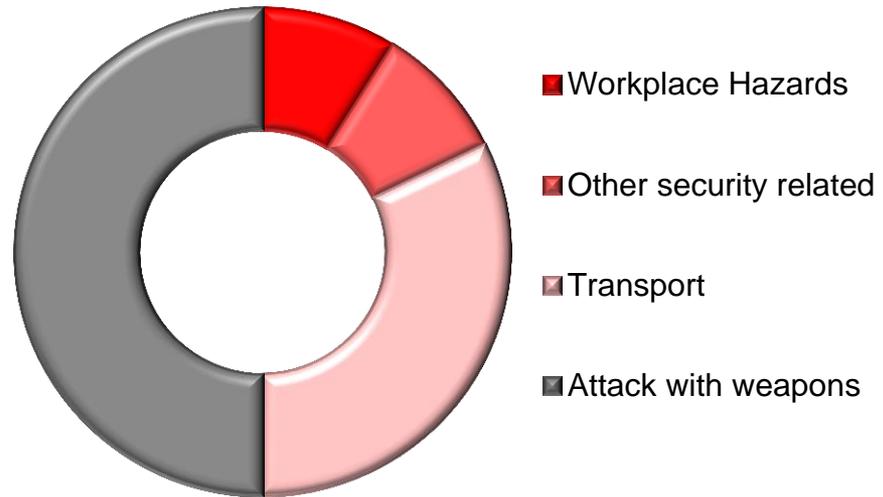
Safety Focus: Analysis

High Potential Incident Analysis

HPI definition: Incidents where a fatality or life threatening injury was possible due to the nature of the hazard involved.

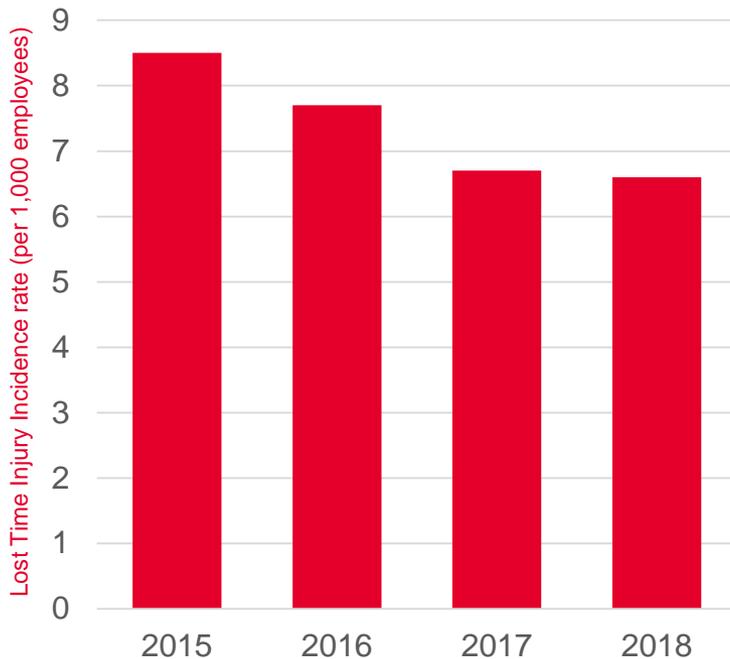
Breakdown of Incident Categories:

The profile of incidents seen matches the risks for our industry.



Safety Focus: Improving Performance

Lost Time Incidents:

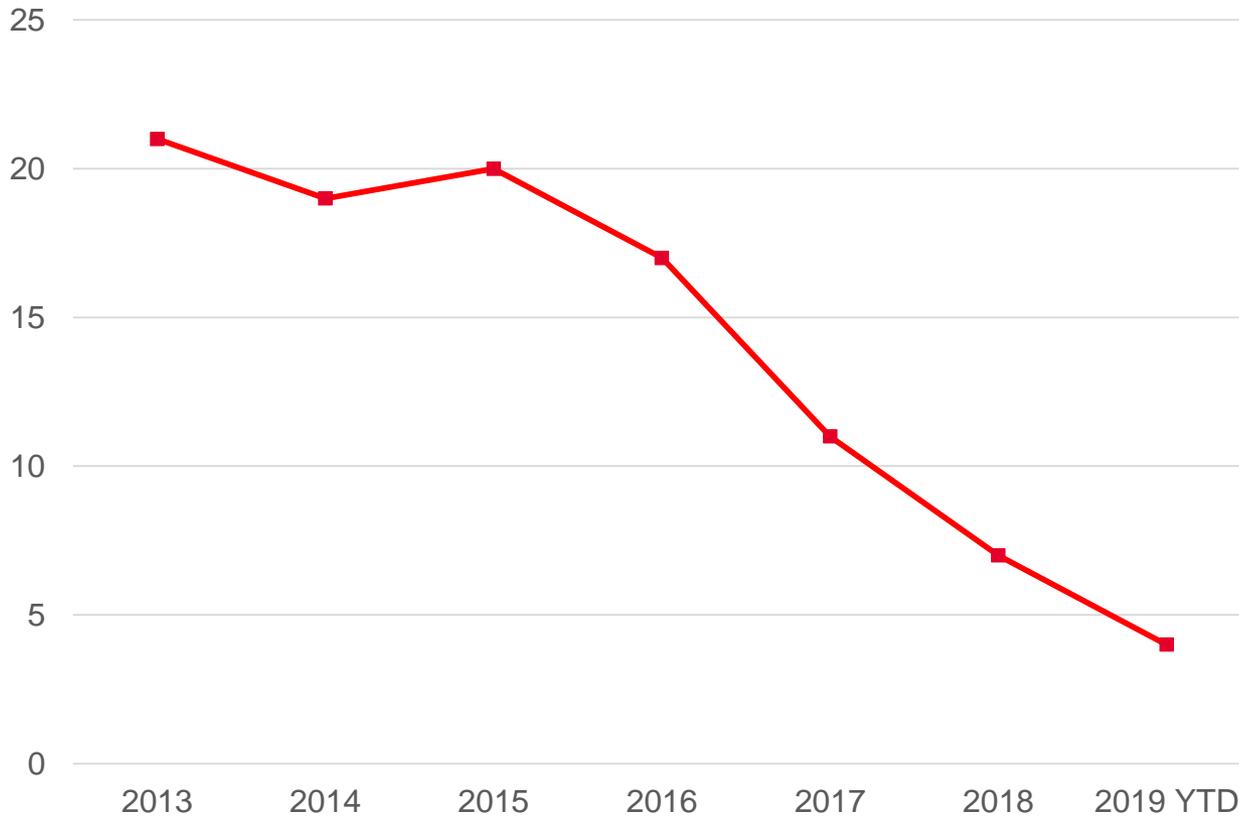


Work Related Fatalities:

	Attack-related incidents	Workplace incidents	Road traffic incident	Total
2013	17	11	21	49
2014	14	8	19	41
2015	17	9	20	46
2016	20	10	17	47
2017	8	6	11	25
2018	14	3	7	24
2019 YTD	2	0	4	6

Safety Focus: Road Safety

Reducing Road Traffic Fatalities:



67% reduction in employee road traffic fatalities since 2013, when G4S road safety programme launched

On-going focus on motorcycle safety

Speak Out: Whistleblowing

IF YOU SEE OR SUSPECT WRONGDOING...
...do the right thing and speak out!

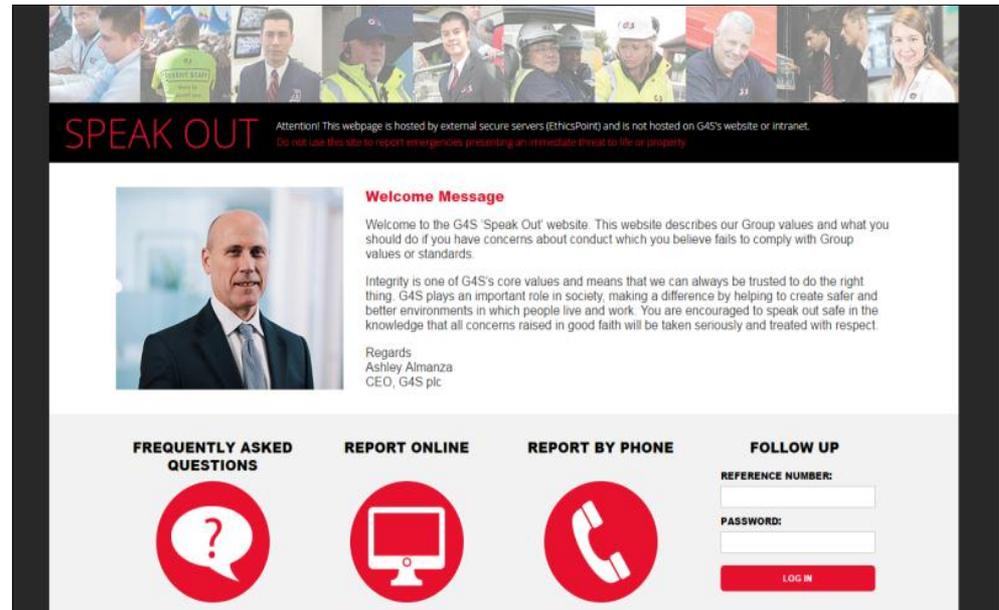
SPEAK OUT!

0808-234-8852
www.g4s-speakout.com

IT IS SAFE TO SPEAK OUT!
You are encouraged to report any serious issues without fear of retaliation. All concerns raised in good faith will be taken seriously and treated with respect.

SPEAK OUT is for reporting serious wrongdoing. Any other concerns (such as pay queries, uniform issues or general employment grievances) should be directed to your line manager, or HR for a quick resolution.

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SPEAK OUT Attention! This webpage is hosted by external secure servers (EthicsPoint) and is not hosted on G4S's website or intranet. Do not use this site to report emergencies presenting an immediate threat to life or property.

Welcome Message

Welcome to the G4S 'Speak Out' website. This website describes our Group values and what you should do if you have concerns about conduct which you believe fails to comply with Group values or standards.

Integrity is one of G4S's core values and means that we can always be trusted to do the right thing. G4S plays an important role in society, making a difference by helping to create safer and better environments in which people live and work. You are encouraged to speak out safe in the knowledge that all concerns raised in good faith will be taken seriously and treated with respect.

Regards
Ashley Almanza
CEO, G4S plc

FREQUENTLY ASKED QUESTIONS


REPORT ONLINE


REPORT BY PHONE


FOLLOW UP

REFERENCE NUMBER:

PASSWORD:

LOG IN



Speak Out: Whistleblowing

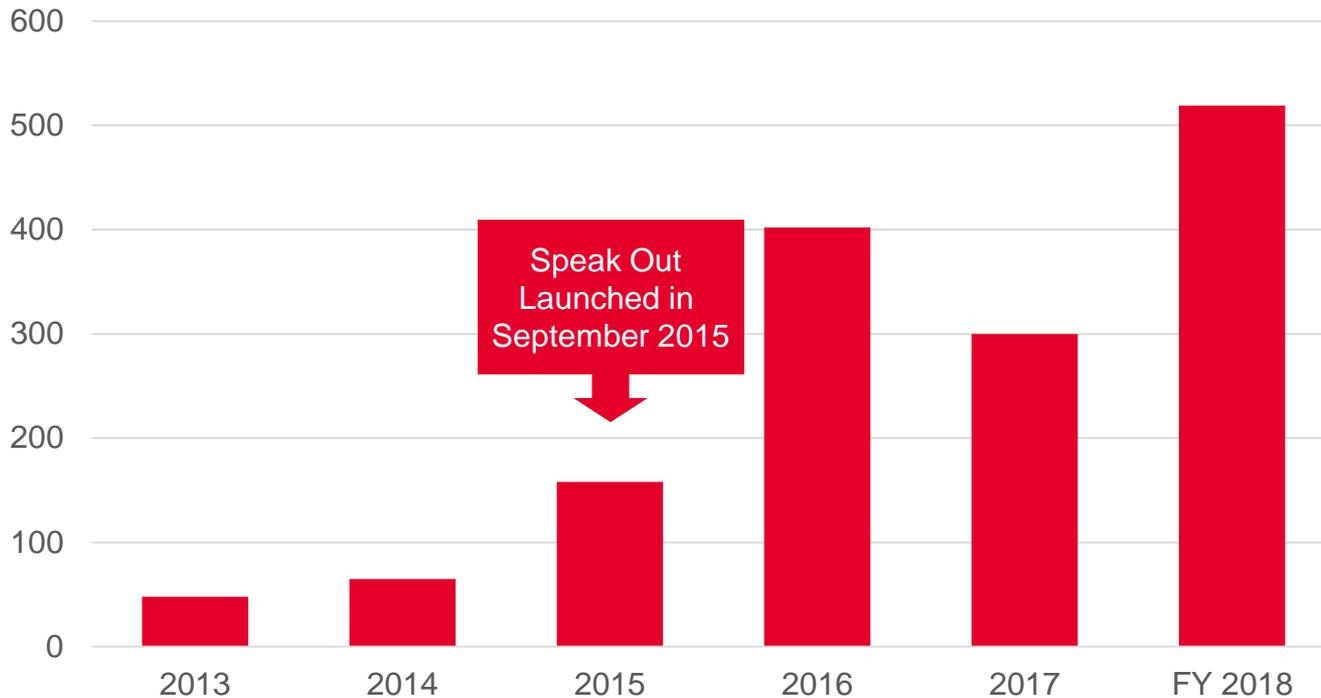
Speak Out: Case Management

- Concerns may be reported 24/7 via a dedicated website or telephone hotlines
- All matters reported to Speak Out are reviewed and directed to the most appropriate channel for action
- Many matters are of a low-level grievance nature and are forwarded to the relevant HR team for follow up
- Serious matters are investigated at a senior and independent level
- Concerns regarding operational procedures are investigated by local management to ensure that G4S standards are followed
- Network of investigators reviewing other matters, such as bribery, ethical or financial issues
- Ethics Steering Group oversee case management and conduct regular reviews of serious cases



Speak Out: Usage

Number of Whistleblowing Cases



Speak Out: Whistleblowing

Speak Out: Analysis

- Greater visibility of data, trends and issues
- 2018 whistleblowing analysis
 - Broad range of issues
 - Large number of local HR matters
 - Matters of potentially serious nature investigated at a senior independent level with 105 investigations completed in 2018
 - Detailed analysis show grievances being reported and handled via other channels
- No major or broad cultural issues emerging
- Values training and on-going values communications programmes
 - Reinforce importance of whistleblowing
 - Remind colleagues of channels available



Background

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HR Core Standards



HR Core Standards

2018

- Mandatory standards
- Annual self-assessment of performance indicators
- Compliance monitored by Internal Audit and HR leadership



2019 +

- Focus on legal, financial or reputational risk
- Aligned to global policies in key areas such as firearms, health and safety, screening etc
- Audit to follow up wider implementation rather than specific points in the policy

ACQUIRE

SCREENING AND VETTING

HR Core Standards

Click on the buttons below to view the standard, see an explanation, and if there are any documents available, there will be a materials button.

WHAT IS THE STANDARD

WHY IS IT IMPORTANT

HOW WE ENSURE COMPLIANCE

MATERIALS

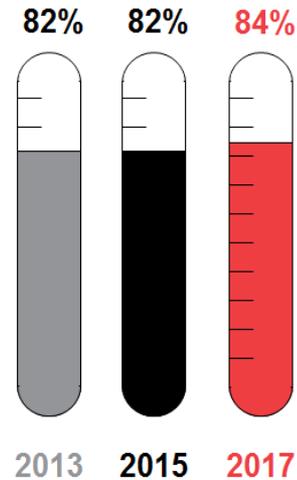
Employee Engagement Survey

2019 survey results due in Q4

2018

- Shared results with all key stakeholders for surveys completed at end of 2018
- Implemented action plans
- Gathered case studies
- New survey provider selected
- Survey questions reviewed – 2 changed

Survey	2009	2011	2013	2015	2017	2019
Questions	10	15	17	20	20	20
Methods	2	2	2	2	3	3
Languages	1	9	31	38	40	?
Responses	180,000	245,000	384,000	449,000	428,000	?
Rate	30%	38%	62%	73%	73%	?%



2019 +

- Survey now live
- New languages offered to make it more inclusive
- Mobile survey now available in 40 languages
- Reporting tools and languages extended
- Results due Q4 2019

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Employee Engagement Survey

G4S VALUES	Integrity and Respect	I feel able to speak up if I notice unethical behaviour in G4S (for example using Speak Out)
		I believe G4S demonstrates high standards of ethics
		I believe G4S has a positive effect on society and local communities
		Our G4S values have been clearly communicated to me
		G4S respects and values people from different backgrounds
		G4S treats its employees fairly
	Safety, Security and Service Excellence	I have the materials and equipment I need to do my job
		G4S takes health and safety in the workplace seriously
		I understand the procedures I should follow to do my job
		I have been well trained to perform my job
		I believe providing excellent customer service is important to G4S
		My supervisor / manager supports me by listening and giving helpful feedback on my performance at work
		I receive recognition from my supervisor / manager when I do a job well
		I am encouraged to progress and develop within my role
	Innovation and Teamwork	I believe communication in the company meets my needs
I am proud to be a member of the G4S team		
I feel my opinions and ideas count at work		
NET PROMOTER QUESTIONS	Engage (net promoter)	I would recommend G4S as an employer to a friend
		I am satisfied with my job
		I intend to still be working at G4S in one year's time

Screening and Vetting

STANDARD



GUIDANCE AND MATERIALS

Standard

6. The business is compliant with the G4S Group Policy on Screening and Vetting

Policy, Flow chart, Training etc.



1. Scope



6. Criminal record checks



2. Applicant declaration of consent



7. Personal history checks



3. Identity checks



8. Approval



4. Right to work checks



9. Timescales

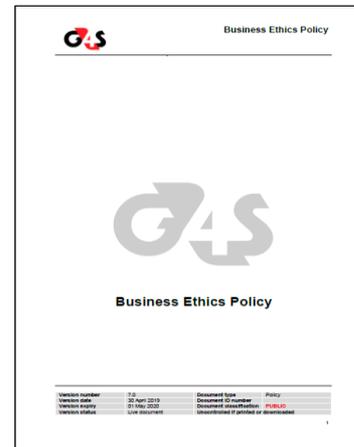


5. Medical assessments

Employee Relations: Constructive Partnerships

2018

- Ethical Employment Partnership (EEP) continues to differentiate
- New contacts established at UNI and GMB – meet every 6 months
- Follow up issues of concern raised by UNI
- Well established European Works Council



2019 +

- Continue to support EEP
- Maintain constructive union relations
- Review European Works Council post Brexit and Cash separation
- Refreshed Business Ethics Policy



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