

Our Ref: MWI/cem

H.E. António Guterres  
Secretary-General  
United Nations  
New York, NY 10017  
USA

7<sup>th</sup> June 2024

Dear Secretary-General,

I am writing to introduce Serco Group plc (hereafter "Serco") and to confirm that we support the Ten Principles of the United Nations Global Compact on human rights, labour, environment, and anti-corruption.

Serco is one of the world's largest providers of public services to Governments, employing over 50,000 people in over twenty countries. We bring together the right people, the right technology, and the right partners to create innovative solutions that make positive impact and address some of the most urgent and complex challenges facing the modern world. With a focus on serving governments globally, Serco's services span justice, migration, defence, space, customer services, health, and transport. Our core capabilities include service design and advisory, resourcing, complex programme management, systems integration, case management, engineering, and asset & facilities management.

Our support of the Ten Principles of the United Nations Global Compact is reflected in our corporate strategy and our commitment to people, place and planet which underpins our purpose to 'impact a better future.' We will continue to build on this and seek to engage in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals (UN SDGs).

Our intent is that our impact measures are aligned to relevant UN SDGs given our government customers are firmly committed to delivering them. We recognise that the breadth of the services we deliver and the various customers we serve, means that our operations and ESG initiatives impact many aspects of the UN SDGs. An overview of how our impact agenda contributes to the UN SDGs can be found in Our impact hub on our website. We will continue to make clear statements of our commitment to our stakeholders and to the public in general.

We recognise that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (CoP) that describes our company's efforts to implement the Ten Principles. This will be built into our current extensive external reporting which can be viewed on our impact hub on our website ([www.serco.com](http://www.serco.com)). This supports our commitment to public accountability and transparency. We will continue to build on our reporting which includes

our performance against the thresholds and objectives we have committed to. We will do this annually and will ensure it meets the UN Global Compact CoP policy. This will include:

- A statement signed by me expressing continued support for the UN Global Compact and renewing our ongoing commitment to the initiative and its principles. This is separate from our initial letter of commitment to join the UN Global Compact.
- The completion of the online questionnaire of the Communication on Progress through which we will disclose our company's continuous efforts to integrate the Ten Principles into our business strategy, culture, and daily operations, and contribute to United Nations goals, particularly the Sustainable Development Goals.

Sincerely yours



Mark Irwin  
Group Chief Executive  
Serco Group plc

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**Impact**  
a better  
**future**