

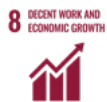
EMPLOYEE SAFETY AND WELL-BEING

One of our core values, the safety and well-being of our employees and those in our care is a priority for our organization. Our goal is zero harm.

We believe that setting the highest standards for safety across our industry helps to keep our colleagues safe and builds loyalty and commitment to Allied Universal from our employees. Expertise in health and safety matters enables our employees to act as role-models for health and safety best practice, helping to secure the world of our customers and the communities we serve.

The nature of our work and the environments in which we operate mean that security and safety present a strategic risk to our business. Mitigating and managing these risks so that our people can return home safely every day remains our paramount concern.

SDG



Human Factors (North America)

Allied Universal has a dual approach to injury prevention: identify the hazardous conditions present and address the human factors that lead to errors which may cause a safety incident in the workplace.

All job sites in North America utilize job safety analyses, injury and illness prevention plans, incident investigations and hazard-specific policies, programs, and procedures in identifying and eliminating or mitigating the physical hazards present.

The 'Dirty Dozen' safety campaign, now in its second year, focuses on the 12 common human causes of error in the workplace with weekly discussion materials provided to all operations and video training available on the Allied Universal EDGE learning management system.



The Dirty Dozen

- 1 Lack of Communication:** Failure to exchange information.
- 2 Complacency:** See and hear what one expects to see and hear.
- 3 Lack of Knowledge:** Lack of understanding or experience for the task.
- 4 Distraction:** Anything that takes your mind off the job at hand.
- 5 Lack of Teamwork:** Failure to seek and consider input of others.
- 6 Fatigue:** Loss of alertness.
- 7 Lack of Resources:** Lack of material or support to perform safely.
- 8 Pressure:** Urgency of matters requiring immediate attention.
- 9 Lack of Assertiveness:** Failing to act in a confident manner.
- 10 Stress:** Subconscious response to needs of the job.
- 11 Lack of Awareness:** Lack of alertness and vigilance in observing.
- 12 Norms:** Unwritten rules dictated and followed by the majority.

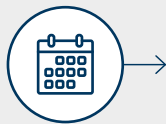
⚠ Reporting Serious Incidents



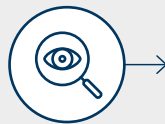
Within 24 hours a preliminary set of actions is completed. Apart from the emergency response, this includes gathering the relevant information, contacting the relevant authorities and addressing the needs of the injured parties.



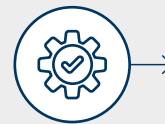
An investigation team is formed and a root cause investigation is carried out, usually within 14 days.



Within 30 days, the investigation report is submitted to the Corporate Safety & Risk function or the International Director of Health & Safety.



The investigation and root cause analysis is reviewed by the Corporate Safety & Risk function or the International Director of Health & Safety.



Lessons learned are shared within the regions and corrective actions are implemented.



The regional health and safety representative will formally track the implementation of recommended actions from the investigation.

The health and safety strategies of Allied Universal set the framework and vision for how each business can progress from a level of compliance with health and safety regulation to a level of differentiation – where we lead the industry in safety matters. We recognize that the differentiation level across the group will only be achieved where a culture of health and safety prevails and where thinking and acting safely is the norm for everyone.

Underpinning our strategies are core health and safety standards against which businesses are assessed regularly. Compliance is monitored and periodically audited, with reviews of performance conducted at a senior level.

The lost time injury (LTI) rate in 2021 of the combined organization is 4.10 per 1,000 employees. This is slightly higher than for 2020 (3.85) but remains lower than pre-pandemic levels, due in part to changes in the operating environment, Allied Universal acquisitions in 2019, and the continued efforts towards embedding a culture of safety.

Sadly, during 2021, 23 of our colleagues lost their lives on the job, principally resulting from violent crime by third parties in Africa and Latin America. These losses are truly tragic for their families, friends, colleagues and our global organization, and serves as a constant reminder of the importance of our commitment

to safety. To mitigate the risk of these violent incidents, we are working closely with the police and other in-country authorities, our customers and industry partners. Additionally, in South Africa, we have introduced new procedures and a variety of technology solutions which will deter criminals from attacking cash vehicles and cash couriers.

We are also deeply saddened that there was one non-natural death in G4S custody in 2021. All deaths in custody are investigated by the relevant authorities to determine the cause of death.

EMPLOYEE SAFETY AND WELL-BEING (CONTINUED)

Covid-19 Pandemic (Global)

The Covid-19 pandemic presented an unprecedented challenge for many organizations, but for Allied Universal it was an opportunity to demonstrate our business resilience and our ability to manage risk and to showcase the expertise and reach of our people.

Our people stepped up to every challenge, continuing to maintain good service delivery, while in many cases still working on the front line of the pandemic, at a time when many others had the flexibility to work from home.

Although rules were ever-changing, our organization and our employees were able to adapt quickly, identifying threats and opportunities. Additionally, our employees were accepting of new roles when they had to be diverted from former ones. For example, many learned new skills when transitioning from aviation and event security to running quarantine facilities and testing centers.

Our employees worked tirelessly, regardless of Covid-19 challenges at home, and showed compassion for their colleagues at work who were struggling. They gave unwavering support to our customers, who relied upon them to keep empty buildings secure, and also keep those in our care safe and secure, keep hospitals clean, and help food production facilities stay open.

These are just a few of the things our people continued to do throughout the pandemic. It is their efforts and capabilities over the past two years that have shown more than anything how Allied Universal is an organization which can be relied upon to deliver on its promises and no matter what the circumstances, to do business in the right way.

Of course, the pandemic took its toll and our employees across the world have been just as affected as people everywhere. At work, the health, safety and welfare of our employees is our overriding concern. Ensuring supplies of protective equipment to enable them to work safely continues to be a priority and we ensure that operational instructions are clear and aligned to local government guidance, wherever that is available.

As the pandemic has unfolded, we have shared and learned lessons from colleagues around the world, which has enabled us to be better prepared as new Covid-19 variants emerged in different continents.

Operational standards have been constantly reviewed and updated to introduce measures like social distancing, mask wearing and hygiene protocols. We deployed temperature-checking tools at the frontline and worked in partnership with our clients to adopt the measures they needed to keep our people safe at work, as well as theirs. More recently social media, video and poster campaigns have been used to encourage our colleagues to receive vaccinations in line with local health guidelines.



SDGs



Firearms Safety (Global)

In some markets in North America and internationally, it is a requirement for Allied Universal security officers to carry firearms as a means of additional protection for themselves and our customers.

Therefore we have a framework of comprehensive policies on firearms, covering a range of issues relating to firearms safety including control, procurement, storage, and transportation.

Regular refresher training and awareness programs on firearms usage and use of force procedures, appropriate screening of employees, and ongoing maintenance and repair of firearms ensure the safety of our employees and the public at large.

The implementation of this policy is reviewed through a process of compliance audits and reviews, both by the local businesses and our Internal Audit function.

SDGs



Progress in 2021 and 2022 to date

We recognize the efforts of colleagues throughout the organization who have continued to strive for our goal of zero harm.

- Delivered safety and awareness training to employees in operational and non-operational environments across the globe. For our businesses in North America this utilizes the Allied Universal learning management system, known as the EDGE.
- Facilitated a mental health first aid program to provide trained professionals to help employees manage mental health concerns, delivered through the Employee Assistance Program.

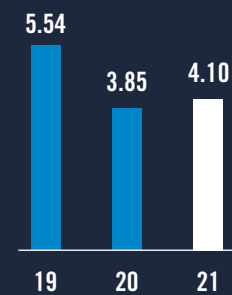
Priorities in 2022

During 2022, we will continue to work towards our goal of zero harm.

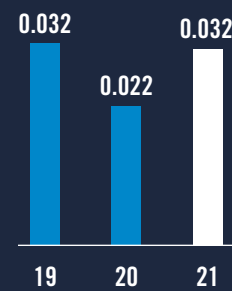
- Continue to review and integrate the health, safety and welfare policies and procedures of Allied Universal and G4S, seeking to harmonize our strategy and approach across all operations, sharing the lessons learned across both.
- Continue the analysis and awareness building of critical safety themes across the business, focusing on preventing road traffic incidents, mental health issues, firearms safety, safety behavior and the human factors, and individual safety in and around buildings.
- Install a telematics system in c.7,000 vehicles across the US and Canadian fleet. The implementation of telematics will prompt improved driver behavior, reducing road safety incidents and fuel consumption.

KPIs

Employee lost time injury rate (per 1,000 employees)



Employee fatality incident rate (per 1,000 employees)



For more KPIs see page 57.

Targets

- Achieve year-on-year reduction in the lost time injury rate.
- Achieve year-on-year improvements in the work-related fatality incident rate.