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This report

We published a UK Corporate Social Responsibility (CSR) Review in 2000 and a Global CSR Review in 2001. This is our first CSR Report, covering our global performance in 2002 and providing data in key performance areas. We continue to develop our understanding of CSR and reporting.

Our theme is 'Progress'. We highlight areas where we have made specific improvements in 2002 and where we need to make further progress.

Our values

All employees are expected to maintain the highest standards of personal conduct and integrity at all times in the conduct of the Company's affairs.

Performance - No 1 priority

We will set targets to be the best, continually challenging and improving the way we do things, both as individuals and as members of our teams.

Customers

We will delight all our customers, both internal and external, by understanding and exceeding their expectations.

People

All our people will be encouraged to realise their full potential as valued members of the team.

Partnering

We will strive to be the partner of choice, respected by everyone for our co-operation and openness.

Innovation and technology

We will encourage a hunger for new ideas, new technologies, and new ways of working, to secure sustained competitive advantage for our Company.

and what they mean in practice

Performance

"We are always looking for new ways to improve and to out-perform our competitors. At BAE SYSTEMS Australia, we knew our design of the Virtual Bid Centre was a revolutionary idea, but now it's a key competitive advantage for the company and used for every bid we produce."
Craig Mackereth, Australia

Customers

"In this year, designated 'Year of the Customer' for Avionics Group, our aspiration to exceed our customers' expectations of our work is paramount in all our actions. Of course, we must make every year a 'Customer Year', but I am looking forward to developing some innovative themes in addition to the initiatives already implemented aimed at fulfilling our commitments to customers. We want all our customers, both internal and external, to enjoy working with us, and for them to want to develop long term business relationships of mutual benefit. We have many opportunities every day to help achieve this - let's take them!" *Brian Tucker, Senior Vice President Business Acquisition and Customer Relations (BA&CR), BAE SYSTEMS Avionics*

People

"Our culture seems to make it difficult for people to talk openly about people's development needs. I have learned that people really value open and direct feedback and, in turn, are very keen to pursue development plans which genuinely help their progress." *Nigel Whitehead, Warton, UK*

Partnering

"I came to the company because it stood behind me during my five years of engineering studies. From the start I was trusted to work with customers and I have been able to form partnerships not only outside the company but inside, bringing expertise together and integrating ideas to deliver solutions for customers." *Simon Ling, Arlington, Virginia, USA*

Innovation and technology

"In my early career I have been encouraged to be innovative and continually adapt to change – either to produce new ideas or to find new methods for completing tasks. This usually involves brainstorming with people from all areas of the company." *Anthony Brockley, Waterlooville, UK*