

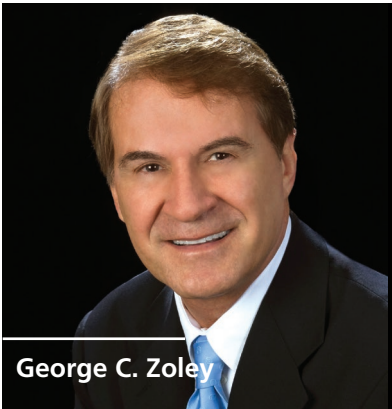


**The GEO Group, Inc. ®**

**HUMAN RIGHTS AND ESG REPORT  
EXECUTIVE SUMMARY  
2020**



## LETTER FROM OUR EXECUTIVE CHAIRMAN OF THE BOARD



During 2020, our company faced extraordinary challenges associated with the COVID-19 global pandemic. Throughout these difficult times, our employees have demonstrated significant strength and perseverance as they have continued to make daily sacrifices to provide high-quality services and humane and compassionate care to all those entrusted to our facilities and programs. Our corporate, regional, and field staff have remained focused on implementing best practices to mitigate the risks of the novel coronavirus. Ensuring the health and safety of all those entrusted to our care and of our employees has always been our number one priority.

Our COVID-19 mitigation initiatives have included:

- Increasing testing capabilities at our U.S. Secure Services facilities, including investing approximately \$2 million to acquire 45 Abbott Rapid COVID-19 ID NOW testing devices.
- Installing Bi-Polar Ionization Air Purification Systems at select U.S. Secure Services facilities to reduce the spread of airborne bacteria and viruses, representing a company investment of approximately \$3.7 million.
- Providing continuing access to facemasks and personal hygiene products.
- Implementing social distancing guidelines and practices.
- Working with our government agency partners and local health departments to make vaccinations available to those in our care.

We have also remained committed to advancing our company's Environmental, Social and Governance (ESG) objectives. Our third annual

Human Rights and ESG report highlights our commitment to respecting human rights; the criteria we use to assess human rights performance; and our contract compliance program and independent verification of our performance by third party organizations. The report also incorporates updated disclosures and metrics for the calendar year 2020, in accordance with the Global Reporting Initiative (GRI) Standards: Core Option, related to the development of our employees; our adherence to ethical governance practices; and our efforts to advance environmental sustainability in the construction and operation of our facilities.

We are particularly proud of the continued success of our award-winning GEO Continuum of Care® (CoC). Despite the challenges associated with the COVID-19 pandemic, our CoC sites completed approximately 2.6 million hours of enhanced rehabilitation programming in 2020. Our academic programs awarded more than 1,200 high school equivalency degrees, and our vocational courses awarded close to 4,000 vocational training certifications. Our substance abuse treatment programs awarded more than 7,600 program completions, and we achieved over 34,000 behavioral program completions and more than 31,000 individual cognitive behavioral sessions. We also provided post-release support services to more than 3,600 individuals returning to their communities, with over 1,300 post-release participants attaining employment.

For over 30 years, we have been a trusted service provider to government agencies in the United States and internationally, delivering innovative private sector solutions that help meet public-sector challenges. We are proud of our collective success, which is underpinned by the dedication of our employees and our organizational commitment to operational excellence. We look forward to continued engagement with our diverse stakeholders as we pursue our ESG goals and aspirations.

A handwritten signature in black ink that reads "George Zoley".

**George C. Zoley**  
Executive Chairman  
GEO Board of Directors

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# ABOUT THIS REPORT AND FORWARD-LOOKING INFORMATION

## ABOUT THIS REPORT

GEO's third annual Human Rights and ESG Report addresses our company's aspirational goals as a leading government services provider. We recognize that our approximately 22,000 employees worldwide, who have demonstrated significant strength and dedication during the COVID-19 pandemic, are not always able to achieve their best efforts and our company's desired best outcomes. As such, we are committed to continuous improvement in the areas of human rights, environmental, social, and governance activities. This report references the United Nations Guiding Principles on Business and Human Rights, and it has been prepared in accordance with the GRI Standards: Core option.

This report covers calendar year 2020, with three years of data where available.

## FORWARD-LOOKING INFORMATION

This report contains certain forward-looking statements based on our management's current assumptions and expectations, including statements regarding our goals, commitments, programs and other business plans, initiatives and objectives. These statements are typically accompanied by the words "expect," "may," "could," "hope," "believe," "would," "might," "estimate," "anticipate," "plan," "aspire" or similar words. All such statements are intended to enjoy the protection of the safe harbor for forward-looking statements provided by the Private Securities Litigation Reform Act of 1995, as amended.

Although we believe there is a reasonable basis for the forward-looking statements made in this report, our actual future results, including the achievement of our targets, goals or commitments, could differ materially from our projected results as the result of changes in circumstances, assumptions not being realized, or other risks, uncertainties and factors.



GEO Headquarters

Such risks, uncertainties and factors include the risk factors discussed in Item 1A of our most recent Annual Report on Form 10-K filed with the Securities and Exchange Commission ("SEC") and our subsequent Quarterly Reports on Form 10-Q, as well as, with respect to our goals and commitments outlined in this report or elsewhere, the challenges, assumptions, risks, uncertainties and other factors identified in this report. You should consider the forward-looking statements in this report in conjunction with our Annual Report on Form 10-K and our subsequent Quarterly Reports on Form 10-Q and Current Reports on Form 8-K filed with the SEC.

The forward-looking statements in this report are made as of the date of this report, unless otherwise indicated, and we undertake no obligation to update these forward-looking statements to reflect subsequent events or circumstances, except as required by law.



## ABOUT THE GEO GROUP

The GEO Group, Inc. (NYSE:GEO) specializes in the design, financing, development, and delivery of support services for secure facilities, immigration processing centers, and community reentry centers in the United States, Australia, South Africa, and the United Kingdom.

GEO provides complementary, turnkey solutions for numerous government agencies worldwide across a spectrum of diversified secure facility support services, in-custody rehabilitation, community reentry programs, and electronic monitoring services.

### GEO'S ESG ASPIRATIONS

- To implement best practices that follow recognized global Human Rights standards and respect the dignity and basic human rights of all individuals in our care.
- To be a leading provider of enhanced in-custody rehabilitation programs and post-release support services through our award-winning GEO Continuum of Care®.
- To provide quality support services that foster a safe and humane environment, deliver high quality medical care, and adhere to independent accreditation standards.
- To provide development opportunities to our workforce and to instill an organizational culture rooted in diversity, inclusion, and respect.
- To advance environmental sustainability in our facilities by investing in energy conservation measures and following independent Green Building certification standards.



**IN 2020, GEO'S WORLDWIDE OPERATIONS INCLUDED THE OWNERSHIP AND/OR SUPPORT SERVICES FOR:**

**93,000** Beds

**118** Secure facilities, immigration processing centers and community reentry centers

**22,000** Employees Worldwide



# GEO'S COMMITMENT TO CORPORATE SOCIAL RESPONSIBILITY

Since our founding more than 30 years ago, GEO has become a leader in the delivery of high-quality secure facility support services, community reentry programs, and evidence-based rehabilitation.

GEO has always maintained a strong commitment to respecting human rights. To protect human rights, our commitment is informed by external standards including the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, and the International Covenant on Economic, Social and Cultural Rights, as well as the International Labor Organization's eight core conventions.

As such, we are committed to continuous improvement in the areas of human rights,

environmental, social, and governance activities. This report references the United Nations Guiding Principles on Business and Human Rights, and it has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option.

Everywhere we operate, we comply with strict standards established by our government agency partners, including the U.S. federal government, state governments, and local jurisdictions.

We provide extensive training for our employees in compliance with the requirements of our government agency partners, along with standards set by regulators and reinforced by accrediting organizations, to prepare them to meet the rigorous performance objectives of the positions they hold within our organization.

## GEO GROUP'S MATERIALITY-BASED APPROACH TO ESG

To inform this ESG Report, GEO retained an independent third-party to perform an ESG materiality assessment.

The assessment began by examining a range of ESG data providers, as well as studying peer company ESG disclosures, to conduct a materiality analysis for ESG topics, including GRI Standards.

Each topic was prioritized based on an analysis focusing on their relevance and potential

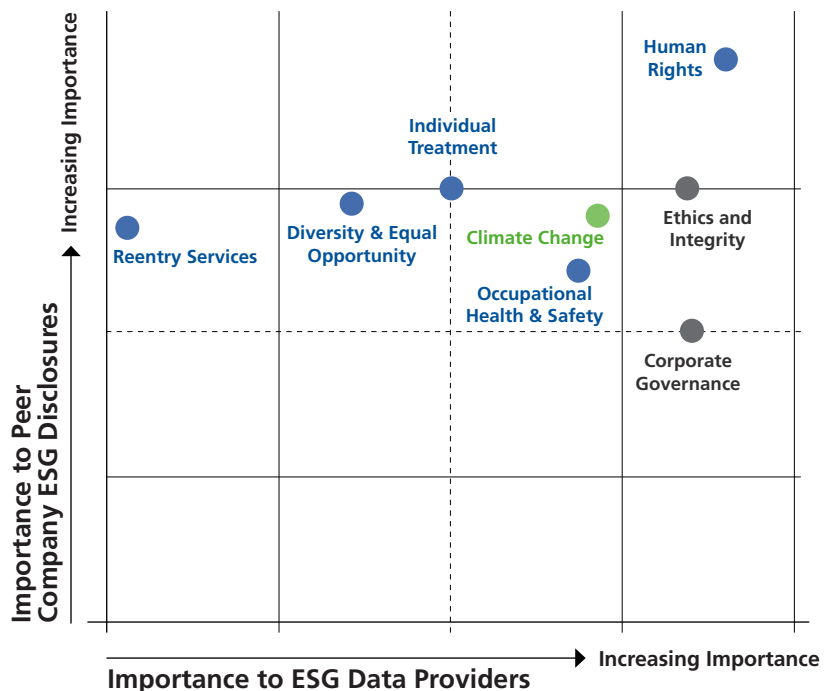
impacts. From this research, each ESG topic received an overall materiality score to help focus our strategy and disclosures for this report.

The materiality matrix shows the relative weight of different topics from two perspectives. The Y axis shows how important an issue is considered by peer company ESG disclosures, while the X axis shows the topic's importance to ESG data providers.

### Materiality Assessment

#### Table Key

- Environmental
- Social
- Governance



## WHAT WE DO

- We believe GEO facilities are, by comparison, among the best in the U.S. and the world.
- We believe GEO facilities are substantially newer than the majority of government facilities, and are all fully air-conditioned.
- Less than 8% of the U.S. corrections and detention facilities are managed and/or operated by private-sector contractors.
- We believe GEO facilities are highly rated by independent accreditation entities including the American Correctional Association, the National Commission on Correctional Health Care, and the Joint Commission.
- We advocate for public-private partnerships that deliver private sector solutions to public sector challenges with strict government oversight.
- GEO facilities typically have on-site, full-time government monitors.
- We are a federal government services provider delivering support services, including transportation, civil detention, and alternatives to detention to the U.S. Department of Homeland Security (DHS).
- We believe we provide quality support services for modern immigration processing centers under contracts with DHS, which have such amenities as 24/7 access to healthcare, including medical, dental, and mental health services; multilingual informational 'Know Your Rights' materials and translation services; artificial turf soccer fields; flat screen TVs in living areas; indoor and outdoor recreation; classrooms and multipurpose rooms; and leisure and legal libraries.
- We proudly operate in accordance with the the DHS Performance-Based National Detention Standards, inclusive of applicable waivers, established under President Obama's Administration.
- We believe we provide safe and humane residential care for individuals during the adjudication of their civil immigration cases, with an average length of stay of approximately 60 days.
- With respect to our state customers, GEO is proud to be a world leader in offender rehabilitation through our award-winning GEO Continuum of Care® program.



- The GEO Continuum of Care® (CoC) is enhanced in-custody offender rehabilitation programming, including cognitive behavioral treatment, integrated with post-release support services.
- At the Corporate Office level, the CoC Program is administered by the GEO Continuum of Care® (CoC) Division with subject matter experts in education, cognitive behavioral treatment, substance abuse treatment, post-release services, CoC training, and quality assurance.
- On any typical day, there are approximately 20,000 participants enrolled in GEO offender rehabilitation programming, which resulted in 2.6 million programming hours completed during 2020 despite COVID-19 pandemic restrictions.
- GEO's CoC rehabilitation program includes cognitive behavioral therapy that identifies the individual's criminogenic risks and develops an appropriate treatment plan.
- The Corporate CoC Division Case Managers coordinate with the facility Case Managers regarding the progress and eventual release of the CoC participants.
- At GEO's Corporate Office, a team of Post-Release Case Managers provide post-release support services on a 24/7 basis, aiding individuals in fulfilling their most critical needs following their release back into the community.
- Identified needs include housing, clothing, food, employment, and transportation assistance.



## WHAT WE DON'T DO

- We don't provide services for any shelters or facilities housing unaccompanied migrant minors.
- We don't provide services for any border patrol holding facilities along the U.S. Southwest border or anywhere in the United States.
- We don't provide services for any facilities with tent structures or chain-link fencing in housing areas.
- We don't provide services for any facilities that are overcrowded.
- We don't deny care or treatment to detainees who are pregnant, ill or suffering from mental illness.
- We are not involved in forced separation of families.
- We do not subject any individuals in our care to forced or involuntary labor. At many GEO Facilities, GEO administers a Voluntary Work Program in accordance with government agency partner directives and standards.
- We don't play a role in passing criminal justice or immigration laws, and we don't advocate for or against criminal justice or immigration enforcement policies.

Broward Transitional Center



# Executive Summary of The GEO Group's Response to 2016 DOJ OIG Report on Contracted Federal Prisons

The Department of Justice, Office of Inspector General issued a report (the "OIG Report") in August 2016 titled "Review of the Federal Bureau of Prisons ("BOP") Monitoring of Contract Prisons."

We believe the OIG Report was not only flawed, from an analytical basis, but the underlying data in fact revealed that the contracted facilities were as safe, if not safer, than the publicly operated facilities.

## Flawed Comparison

- We believe the OIG Report was inherently flawed since it offered an apples to oranges comparison of non-similar facilities.
- The DOJ OIG selected 14 low-security prison facilities operated by the BOP with a total of 22,600 inmates, mostly U.S. citizens, and only 12% criminal aliens.
- The private sector comparison involved 14 low-security, contracted facilities with a total of 28,000 inmates, of whom 96% were criminal aliens that came from approximately 90 foreign countries.
- Consequently, we believe this was not a fair comparison of similar inmate populations between the public and private sector facilities.
- Even the BOP expressed skepticism regarding the OIG Report by stating:

*"We continue to caution against drawing comparisons of contract prisons to BOP operated facilities, as the different nature of the inmate populations and programs offered in each facility limit such comparisons."*

## We Believe the Underlying Data Shows Contracted Facilities Were As Safe, If Not Safer, Than Public Facilities

- We believe the data in the OIG Report showed that contracted facilities were, in many respects, actually safer than the public facilities.
- According to the data in the OIG Report, the contracted facilities performed better in several very key categories, per each 10,000 beds:
  - Fewer deaths: 54 deaths in the contracted facilities, versus 127 in the public facilities
  - Fewer drug confiscations
  - Fewer inmate fights
  - Fewer suicides
  - Fewer disruptive behavior incidents
  - Fewer uses of force
  - Fewer overall grievances
  - Fewer medical and dental grievances
  - Fewer grievances in the Special Housing Units
  - Fewer positive drug tests
  - Fewer guilty findings of inmate sexual misconduct against inmates
  - Fewer allegations of staff sexual misconduct against inmates
- We believe these findings from the OIG Report confirm the contracted facilities were as safe, if not safer, than public facilities.

Read GEO's Detailed Response to the 2016 DOJ OIG Report on BOP Contracted Facilities:  
[geogroup.com/GEO2016OIGResponse](http://geogroup.com/GEO2016OIGResponse)



## GEO BOARD OF DIRECTORS



### GEORGE C. ZOLEY | EXECUTIVE CHAIRMAN OF THE BOARD

Mr. Zoley is GEO's Executive Chairman of the Board. He served as Chairman, CEO and Founder until July 1, 2021. Mr. Zoley founded GEO in 1984 and continues to be a major factor in GEO's development of new business opportunities in the areas of correctional and detention support services, community reentry, offender rehabilitation, and other diversified government services.

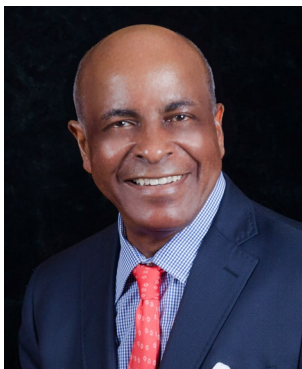
**Areas of Expertise:** • Company Founder • Strategic Leadership  
• Business Development • Government Contracting



### JOSE GORDO | CHIEF EXECUTIVE OFFICER

Mr. Gordo is GEO's Chief Executive Officer and a member of GEO's Board of Directors. Mr. Gordo has over 20 years of experience in business management, private equity, corporate finance, and business law. Prior to joining GEO, Mr. Gordo had been serving as the Managing Partner of a general partnership that invests in and actively oversees small and medium-sized privately held companies. Mr. Gordo was previously a partner at the national law firm of Akerman LLP.

**Areas of Expertise:** • Business Management • Corporate Finance  
• Corporate Law



### RICHARD H. GLANTON | LEAD INDEPENDENT DIRECTOR\*, CHAIR, AUDIT AND FINANCE; COMPENSATION; AND NOMINATING AND GOVERNANCE COMMITTEES

Mr. Glanton is the Founder, Chairman, and Chief Executive Officer of Electedface, Inc. Mr. Glanton has extensive experience in corporate governance, having served as a director of other publicly-traded companies. His leadership roles in other business activities are important qualifications for GEO's Board of Directors.

**Areas of Expertise:** • Corporate Law • Corporate Governance  
• Securities and Exchange Commission (SEC) Standards



### JULIE M. WOOD | INDEPENDENT DIRECTOR\*

Ms. Wood is currently the Chief Executive Officer of Guidepost Solutions LLC, a company specializing in monitoring, compliance, international investigations and risk management solutions. Prior to joining the private sector, Ms. Wood served as the Head of U.S. Immigration and Customs Enforcement for the U.S. Department of Homeland Security from January 2006 until November 2008.

**Areas of Expertise:** • U.S. Department of Homeland Security (DHS)  
• U.S. Immigration and Customs Enforcement (ICE) • Performance-Based National Detention Standards (PBNDS)





### SCOTT M. KERNAN | CHAIR, OPERATIONS AND OVERSIGHT COMMITTEE

Mr. Kernan served as Secretary of the California Department of Corrections and Rehabilitation (“CDCR”) from January 2016 until August 2018. Prior to that time, Mr. Kernan was appointed the Undersecretary of Operations of the CDCR beginning in September 2008 and served in that position until October 2011.

**Areas of Expertise:** • American Correctional Association (ACA) Standards  
• Core Correctional Practices



### JACK BREWER | INDEPENDENT DIRECTOR\*

Mr. Brewer founded The Serving Institute, his Liberty University affiliated faith sports-based academy for at-risk youth. He is an adjunct professor at Fordham Gabelli School of Business, where he teaches his business leadership and transition curriculum to athletes, as well as inmates in custody. In 2020, Mr. Brewer was appointed to the U.S. Commission on the Social Status of Black Men and Boys. He also leads efforts delivering emergency aid to thousands of people in Africa and the Caribbean.

**Areas of Expertise:** • Offender Rehabilitation • GEO Continuum of Care®  
• Leadership Development for At-Risk Youth • Civil Rights Advocacy  
• International Aid and Humanitarian Work



### TERRY MAYOTTE | CHAIR, CORPORATE PLANNING COMMITTEE INDEPENDENT DIRECTOR\*

Mr. Mayotte held the position of Executive Vice President and Chief Financial Officer at Oasis Outsourcing, where he founded the organization in 1996 and was a principal architect of the company’s business model and strategic direction.

**Areas of Expertise:** • Insurance • Finance • Business Management  
• Mergers and Acquisitions



### ANNE N. FOREMAN | INDEPENDENT DIRECTOR\*

Mrs. Foreman was the U.S. Air Force former Under Secretary with responsibility for over 600,000 service members and civilian employees, a \$115 billion budget, and all acquisition, financial, environmental, manpower, audit, and international affairs. She previously served as U.S. Air Force General Counsel and Chief Ethics Officer; Operations Officer for the Central Intelligence Agency; and member of the career Foreign Service in the Middle East, North Africa, and at the U.S. Mission to the United Nations. She has extensive experience serving on corporate boards in the U.S. and U.K. and as Chair of governance, audit, compensation, and security committees for over 20 years.

**Areas of Expertise:** • Extensive Domestic and International Leadership  
• High Level Government Contracting • Ethics, Compliance, and Security



### CHRISTOPHER C. WHEELER | INDEPENDENT DIRECTOR\*

Mr. Wheeler retired from Proskauer Rose LLP in January 2010, where he served as a member of the Corporate Department and a partner in the firm’s Florida office for nearly 20 years. He has had extensive experience in real estate and corporate law, institutional lending, administrative law and industrial revenue bond financing.

**Areas of Expertise:** • Institutional Lending • Corporate and Real Estate Law

\* Applying NYSE Independence Standards

# PRIMARY BOARD COMMITTEES OVERSEEING COMPANY SERVICES/POLICIES

## OPERATIONS AND OVERSIGHT COMMITTEE

The Operations and Oversight Committee reviews with management various issues relating to our operations that may arise from time to time. The committee oversees operational risks related to GEO’s various operating divisions including GEO Secure Services and GEO Care.

- **Committee Membership:** Scott M. Kernan (Chair), Jack Brewer, Richard H. Glanton, and Julie M. Wood

### HUMAN RIGHTS & ESG

- Periodic review of ESG initiatives
- Annual review of Human Rights and ESG Report

### COVID RESPONSE

- Quarterly review of GEO’s COVID response

### HEALTH SERVICES

- Periodic Review of GEO’s Health Services

### SECURITY SERVICES

- Periodic review of GEO’s Security Services

### IMPROVED OFFENDER REHABILITATION THROUGH GEO CONTINUUM OF CARE®

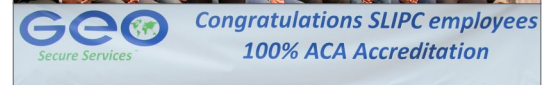
- Periodic review of GEO’s rehabilitation and reentry programs

### CONTRACT COMPLIANCE ACTIVITIES

- Periodic review of GEO’s contract compliance and quality control program

### PRISON RAPE ELIMINATION ACT (PREA) REPORTING

- Annual review of GEO’s PREA Report



Prison Rape Elimination Act of 2003



## NOMINATING AND CORPORATE GOVERNANCE COMMITTEE

The nominating and corporate governance committee oversees GEO's corporate governance guidelines and Code of Business Conduct and Ethics. The committee also assesses board membership needs and composition, and recommends nominees to GEO's board of directors.

- **Committee Membership: Richard Glanton (Chair), Anne Foreman, and Christopher Wheeler**

### CORPORATE GOVERNANCE

- Annual recommendation of Board nominees
- Periodic review of GEO's bylaws
- Periodic review of GEO's Code of Business Conduct and Ethics



### POLITICAL CONTRIBUTIONS

- Annual review of GEO's Political Activities and Contributions Policy
- Annual review of GEO's political contributions expenditures



### LOBBYING EXPENDITURES

- Annual review of GEO's Political Activities and Contributions Policy
- Annual review of GEO's Lobbying expenditures





## DELIVERING ON OUR PROMISE: ETHICS AND GOVERNANCE

GEO’s Code of Business Conduct and Ethics is built on the foundation of the rule of law, both in letter and spirit, and delineates the overarching principles that guide the organization and its employees in their daily activities and interactions with key constituency groups.

Our Code of Business Conduct and Ethics strives to promote the following objectives:

- Honest and ethical conduct
- Ethical handling of actual or apparent conflicts of interest
- Full, fair, accurate, timely and understandable disclosure
- Compliance with applicable government and self-regulatory organization laws, rules and regulations
- Promote the protection of GEO assets
- Promote fair dealing practices
- Prompt internal reporting of Code violations
- Assuring accountability for compliance with the GEO Code of Business Conduct and Ethics

GEO’s Code of Business Conduct and Ethics is publicly available on our website at [geogroup.com/Code-of-Conduct.pdf](https://www.geogroup.com/Code-of-Conduct.pdf). It is also available to our employees in Spanish.

Throughout all of GEO’s domestic and international operations, from our Board of Directors to our facility-level staff, GEO maintains high standards for ethical behavior and trains management and staff in support of our enterprise-wide emphasis on anti-corruption. The Board’s Audit and Finance Committee and Nominating and Corporate Governance Committee have oversight responsibility for these issues.

Specific sections of GEO’s Code of Business Conduct and Ethics articulate the company’s policies and guidelines with respect to compliance with anti-bribery and anti-corruption laws, government contracting, health and safety, conflicts of interest, accurate record-keeping, confidentiality, improper gifts, political contributions, anti-discrimination

and anti-sexual harassment, reporting illegal and unethical behavior, as well as senior leadership roles and responsibilities for meeting disclosure and accounting requirements set by the Securities and Exchange Commission.

### GEO’S OFFICE OF PROFESSIONAL RESPONSIBILITY

Under applicable laws, as a government contractor, and as established by GEO’s Code of Business Conduct and Ethics, GEO requires a thorough investigation of all acts and allegations of staff misconduct. The Office of Professional Responsibility (OPR), at the direction of GEO’s General Counsel, is responsible for investigating all acts and allegations of serious staff misconduct.

### 2020 Ethics & Compliance Statistics

<p><b>2000+</b> EthicsPoint Hotline Complaints Processed</p>	<p><b>922</b> OPR Investigations Open/Closed</p>
<p><b>384</b> Sustained Cases</p>	<p><b>41.6%</b> Sustained Closure Rate</p>

OPR reviews more than 2,000 matters reported annually through the employee hotline or other reporting mechanisms and investigates all matters of serious staff misconduct.



## GEO'S BOARD OF DIRECTORS: INDEPENDENT, EXPERIENCED AND DIVERSE

GEO's Board of Directors is comprised primarily of external directors. The independent directors bring a wide range of complementary skills and experience that are relevant to our operations and give them the ability to provide valuable oversight and direction for our company.

Specifically, our Board Members have extensive experience in law, government service, government contracting, finance, real estate, management, and international business. GEO and its stakeholders and shareholders benefit in many ways from the deliberate diversity of our board.

Additional information on individual members of the GEO's Board of Directors is available on our company's website at [geogroup.com/board-of-directors](https://geogroup.com/board-of-directors).

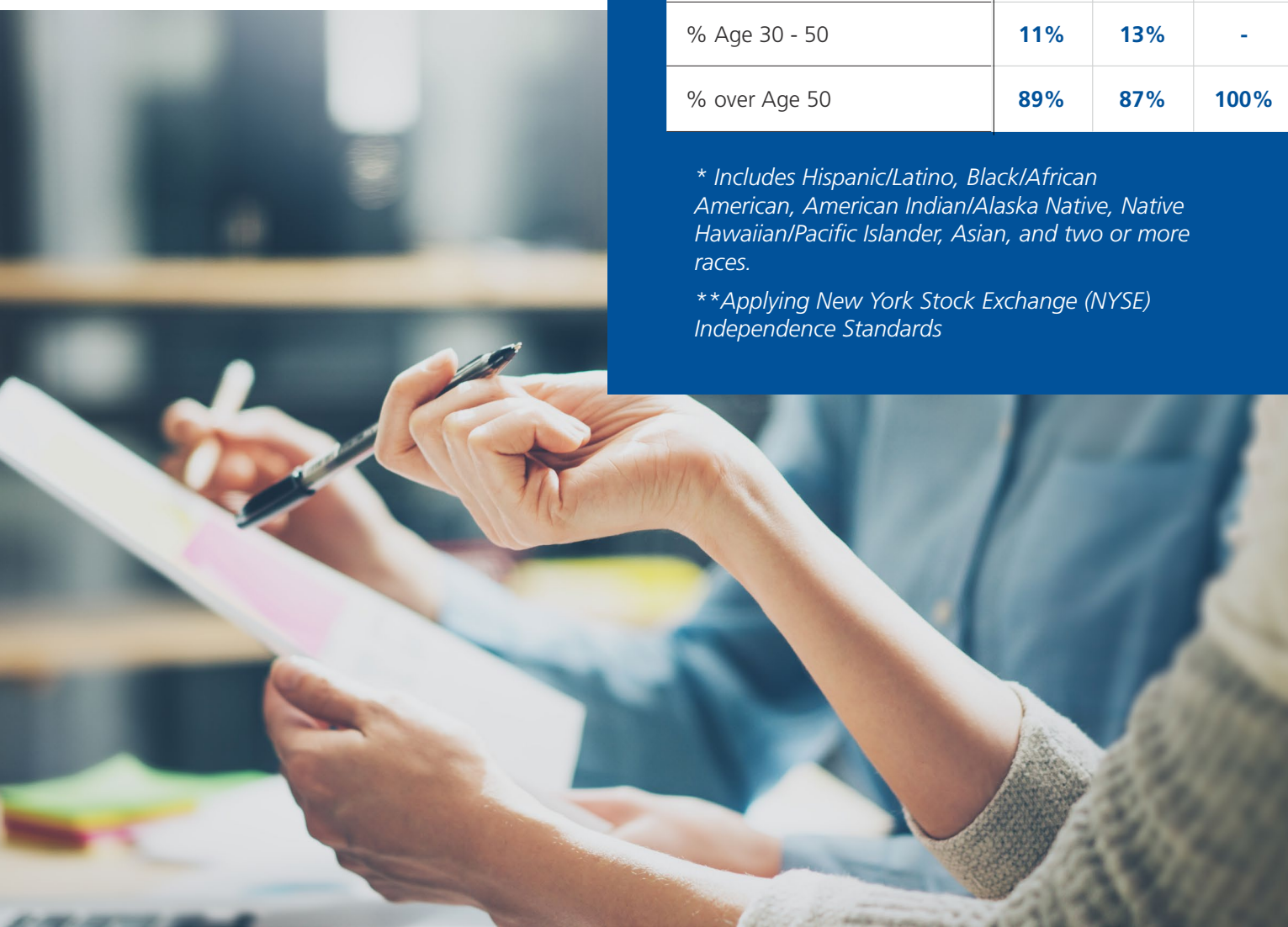


## BOARD OF DIRECTORS DIVERSITY

Board of Directors Diversity (2020-2018)	2020	2019	2018
# of Board of Directors Members	9	8	6
% of Underrepresented Minorities on the Board*	22%	25%	33%
% of Women on the Board	22%	25%	33%
% of Board Independence**	78%	75%	83%
% under Age 30	-	-	-
% Age 30 - 50	11%	13%	-
% over Age 50	89%	87%	100%

\* Includes Hispanic/Latino, Black/African American, American Indian/Alaska Native, Native Hawaiian/Pacific Islander, Asian, and two or more races.

\*\*Applying New York Stock Exchange (NYSE) Independence Standards



# HUMAN RIGHTS FOCUSED

GEO acknowledges its unique status as a service provider to governmental agencies, encompassing support services for secure correctional and rehabilitation facilities, immigration processing centers, community reentry centers and programs, and electronic and location monitoring services. We recognize the significant role that respect for human rights plays in our services in the United States and around the world.

Over the years, GEO has been committed to respecting the human rights of all individuals in our care, including ongoing efforts to drive continuous improvement in the following areas, which are discussed in this section:

- Safe and Humane Environment
- Access to Healthcare
- Access to Legal Services
- Access to Family/Friends Communications
- Access to Religious Opportunities
- Access to Safe and Nutritious Meals
- Access to Recreational Amenities
- Access to Rehabilitation Programs for State Inmates

## SAFE AND HUMANE ENVIRONMENT

Our goal of ensuring a safe and humane environment for everyone in our care calls for us to follow many sets of standards and laws that define and prescribe the daily support services at our facilities and programs.

GEO facilities, compared to the majority of public sector facilities, are newer, air-conditioned, and provide better living conditions and enhanced rehabilitation programs:

- 95% of GEO's facilities are less than 25 years old, compared with approximately 33% of all state correctional facilities in the United States that are less than 25 years old.
- 100% of GEO's facilities are air-conditioned.
- 100% of the 800 academic and vocational classrooms in GEO's facilities have electronic SMARTboards for interactive computer assisted curriculum.



Furthermore, GEO has a zero-tolerance policy for all forms of sexual abuse and sexual harassment in our facilities and programs and strictly follows the Prison Rape Elimination Act (PREA).

## ACCESS TO HEALTHCARE

The healthcare needs of the individuals in our care are often significant. Those needs can include acute or chronic healthcare conditions, and/or mental health issues, including despair, anxiety, depression, fear, thoughts of self-harm and suicidal ideation.

GEO-provided health services are under the oversight of the GEO Healthcare Division in our Corporate Headquarters. The division is led by an Executive Vice President of Health Services and a Chief Medical Officer with four decades of experience in clinical medicine and is supported by subject matter experts in correctional healthcare, dental services, mental health services, quality control, administration, and off-site health claims management.

## ACCESS TO LEGAL SERVICES

All individuals under our care have access to attorneys through a variety of opportunities, including telephonic contact, onsite contact visits, onsite non-contact visits, onsite private visits in one of GEO's designated legal rooms or via marked legal mail.

With notice and as practical, GEO will also accommodate attorney requests to meet with their clients outside of normal hours. Despite in-person, social visitation being suspended over the course of the COVID-19 pandemic, our facilities have continued to allow attorney visits via in-person meetings, phone calls, and videoconferencing.

## ACCESS TO FAMILY/FRIENDS COMMUNICATIONS

We recognize the importance of communication in the lives of all individuals in our care, and subject to appropriate safety and security safeguards, we go to great lengths to ensure that they are able to communicate in a meaningful and timely way with their family members, friends, and legal representatives without undue time or privacy constraints.

Our housing areas are equipped with banks of telephones, most of which have attached privacy panels or full privacy enclosures. We also provide access to telephones during normal operational hours and ensure private rooms are available for those who request unmonitored legal calls in a confidential setting.

## ACCESS TO RELIGIOUS OPPORTUNITIES

We respect the right of everyone in our care to practice and follow the teachings of their faith preferences. Within GEO facilities at any given time, there are approximately 47 different faith preferences, including but not limited to Judaism, Christianity, Islam, Hinduism, Buddhism, Sikh, as well as other faith groups such as Wicca, Santeria, and Odinism.

All Chaplains at GEO facilities are professionally accredited and recognized by an ecclesiastical authority of their faith, but remain faith-neutral in the facilitation of a wide variety of services. This ensures every individual in our care feels the freedom to exercise his/her faith without fear of discrimination.

## ACCESS TO SAFE AND NUTRITIOUS MEALS

The nutritional needs of the individuals in our care are diverse due to differences in age, activity, physical condition, gender, religious preference, and medical considerations. Meals, regardless of type (i.e., regular, medical, holiday or religious meals), are provided at no cost to everyone in our care.

Our menus also undergo a complete nutritional analysis annually to ensure they meet U.S. Recommended Daily Allowances/Dietary Reference Intake guidelines. These guidelines are set by the Food and Nutrition Board of the Institute of Medicine of the National Academies.

## ACCESS TO RECREATIONAL AMENITIES

We respect the right of everyone in our care to maintain good health through participation in suitable recreational activities.

We provide gender and age responsive outdoor and indoor activities that promote life balance and recognize cultural diversity. Hobby craft programs provide opportunities to pursue artistic interests. Outdoor recreation activities include soccer on artificial turf fields, softball, basketball, and flag football. Housing units in our facilities are equipped with large, flat-screen televisions to provide entertainment.



## ACCESS TO REHABILITATION PROGRAMS FOR STATE INMATES

Our GEO Continuum of Care® provides enhanced in-custody rehabilitation programs including cognitive behavioral treatment, integrated with post-release support services. Our evidence-based treatment begins with individualized risks and needs assessments and offers several unique and enhanced programs, including:

- Enhanced academic programming with the use of SMARTboard technology for interactive learning in every classroom.
- Enhanced vocational training through nationally certified programs focused on future job and career opportunities.
- Industry-leading Cognitive Behavioral and Substance Abuse treatment based on nationally recognized curricula.
- Post-release support services, which involve post-release case managers and 24-hour support to assist released individuals with the most crucial community needs, including clothing, food, housing, employment, and transportation assistance.



## PROTECTING HUMAN RIGHTS THROUGH OVERSIGHT AND CONTRACT COMPLIANCE

GEO has an independent Corporate Contract Compliance Division, which provides the overall direction and oversight of compliance for the entire company’s operations and reports directly to GEO’s Chief Executive Officer.

Operating as an independent monitoring team, the Division is responsible for, and committed to, implementing GEO’s Quality Control Program throughout GEO’s operational business units: GEO Secure Services and GEO Care.

For Immigration Processing Centers on behalf of the U.S. Department of Homeland Security (DHS), GEO has developed a comprehensive Quality Control Plan, which is reviewed and approved by the federal government for each contract location. Furthermore, in 2020, we made additional enhancements to our auditing program for Immigration Processing Centers including:

- Added a Director-level, subject matter expert to oversee and guide the auditing process at GEO’s Immigration Processing Centers nationwide.
- Developed an audit team comprised of subject matter experts with DHS experience.
- Increased auditing frequency for Immigration Processing Centers from one on-site and remote review annually to four on-site reviews annually.

We provide support services at each of our facilities in compliance with governmental standards, national accreditation and certification guidelines, as well as the requirements of our government agency partners. Details of our quality control program can be found on our website at [geogroup.com/exceeding-quality-compliance](http://geogroup.com/exceeding-quality-compliance).

## INCLUSION OF HUMAN RIGHTS IN COMPLIANCE PROGRAM

GEO’s commitment to human rights and the effective implementation of our Global Human Rights Policy is reinforced by our Quality Control Program, which identifies audit requirements, audit processes, reporting requirements, training components, and guidelines for American Correctional

Association (ACA) accreditation, Prison Rape Elimination Act (PREA) compliance and certification, and, for Immigration Processing Centers, the federal government’s Performance Based National Detention Standards. Each GEO facility undergoes numerous audit reviews, including an annual GEO corporate audit, government agency audits, and third-party inspections.

## GEO’S CONTRACT COMPLIANCE AUDIT PROCESS: CONSTANT MONITORING AND CONTINUOUS IMPROVEMENT

GEO audits cover a one-year period between the last and the current audit dates. Internal audits are conducted by facility staff at a pre-determined frequency. Follow-up audits – which are completed by our Contract Compliance Division – focus on non-compliant findings and advised items from the prior year’s corporate audit, internal facility audits, and any government agency findings. Furthermore, our Contract Compliance Division conducts ad hoc audits when needed to address any findings identified in intervening government audits, and/or internal audits.

### GEO SECURE SERVICES – U.S. AUDIT ACTIVITY: 2018 - 2020

	2020	2019	2018
Total Active U.S. Secure Facilities	58	67	63
Internal GEO Contract Compliance Audits Completed*	136	124	142
Government Customer Audits Completed	40	41	69
Third-party Inspections Completed	33	19	47

\*Includes: Annual Corporate Audits, Follow-up Audits, PREA Mock Audits, ACA Mock Audits, ACA Readiness Assessments, Ad Hoc Audits, Medical and Operations only audits

GEO’s Contract Compliance audit tools are used to review every aspect of a facility’s support services, including facility safety, staff training, and other key factors. Human rights related questions are answered in several categories during each facility’s annual corporate audit.



## GEO'S CONTRACT COMPLIANCE AUDIT PROCESS

GEO's Quality Control Program includes field and remote audits, the development and implementation of corrective action plans, accreditation preparation, and verification activity. Designed to prevent errors, identify gaps in operational excellence, and mitigate performance deficiencies, the program involves the following:

### Two-part Compliance Process

Part one is an external audit led by the Contract Compliance Division staff and field-based subject matter experts. The second part involves an internal audit conducted by each facility's dedicated compliance administrator or program director.

### Consistent Content

Both types of audits include questions from GEO policies and procedures, contract requirements, applicable third-party accreditation standards, and government audit findings. The audits cover every question GEO's government agency partners use in their own individual audit activities.

## Analytics and Reporting

Both sets of audit results (internal and external) are entered in the Contract Compliance database, analyzed, and shared with all levels of GEO's management to identify trends and potential opportunities for improvement.

## Continuous Improvement

At year-end, all applicable Contract Compliance audit tools are evaluated for continued adherence with the necessary requirements. Audit results are used to develop effective corrective action plans where needed, and to inform daily monitoring practices to ensure thorough and sustained compliance.

## Specialized Medical and Health Care Assessments

A dedicated health care team within the Contract Compliance Division audits all aspects of health care treatment provided at GEO Secure Services facilities and applicable GEO Reentry facilities in the U.S.

## MEETING STANDARDS AT PROCESSING CENTERS FOR THE U.S. DEPARTMENT OF HOMELAND SECURITY

All of GEO's Immigration Processing Centers operate in accordance with the DHS Performance-Based National Detention Standards (inclusive of any applicable waivers) and are audited and inspected by the agency on a routine and unannounced basis. Also, each facility is reviewed by independent accreditation entities, including the American Correctional Association (ACA) and the National Commission on Correctional Health Care (NCCHC).



## U.S. Establishment, Promulgation and Evaluation of Human Rights Compliance for Civil Immigration Detainees and State Inmates

### Establishment of Human Rights

#### United States

- U.S. Constitution
- U.S. Court rulings
- Federal/State Laws and Regulations

#### International

- International Convention on Human Rights
- U.N. Convention on Treatment of Prisoners

### Promulgation of Human Rights

#### State Inmates

- State Correctional Polices and Standards

#### DHS Civil Immigration Detainees

- Performance Based National Detention Standards

### Evaluation of Human Rights Compliance

#### State Inmates and DHS Civil Immigration Detainees

- Government on-site monitors
- Periodic government agency audits
- Periodic third-party contractor audits
- Evaluation by the American Correctional Association (ACA)
- Audits by the National Commission on Correctional Health Care (NCHC)

## GEO Contract Compliance/Quality Control Monitoring

Daily	<ul style="list-style-type: none"> <li>On-site Government Agency Monitors provide daily reviews</li> <li>On-site GEO Contract Compliance Monitors for Immigration Processing Centers provide daily reviews</li> </ul>
Monthly	<ul style="list-style-type: none"> <li>On-site GEO Contract Compliance Monitors for Immigration Processing Centers perform Quality Control audits</li> <li>On-site GEO Operations Monitors for Secure Services Facilities perform Quality Control audits</li> </ul>
Quarterly	<ul style="list-style-type: none"> <li>On-site GEO Operations Monitors for Secure Services Facilities perform Health Services audits</li> <li>GEO Corporate Contract Compliance Monitors for Immigration Processing Centers perform facility audits</li> </ul>
Annually	<ul style="list-style-type: none"> <li>GEO Corporate Contract Compliance Monitors perform annual audits in line with GEO's Quality Control Program</li> <li>Government Agency Partner Headquarters Monitors perform standard annual facility audits</li> </ul>
Tri-Annually	<ul style="list-style-type: none"> <li>American Correctional Association (ACA) and Prison Rape Elimination Act (PREA) audits are performed every three years</li> <li>The Joint Commission and the National Commission on Correctional Health Care audits are performed every three years</li> </ul>

### HUMAN RIGHTS RELATED AUDIT QUESTIONS

GEO AUDIT CATEGORY	Human Rights Related Questions	GEO AUDIT CATEGORY	Human Rights Related Questions
Food Service	114	Substance Abuse Program	40
Physical Plant	246	Sanitation	127
PREA	132	Safety	155
Admission/Orientation	123	Emergency Preparedness	61
Law Library/Courts	85	Accountability	46
Mail/Visitation/Telephone	192	Restricted Housing Units (RHU)	98
Library	12	Searches/Security Inspection	35
Discipline	130	Use of Force	41
Work Programs	72	Health Services	450
Religious Programs	75	Recreation Programs	70

**Total Human Rights Related Audit Questions: 2,304**

## ENVIRONMENTALLY RESPONSIBLE



**GEO is committed to creating sustainable environments in our facilities throughout the U.S. and worldwide. GEO will strive to procure renewable energy as the availability of sources of renewable energy increases over time.**

### ENVIRONMENTAL SUSTAINABILITY POLICY STATEMENT

As a company specializing in public-private partnerships for the design, financing, development, and delivery of support services for secure facilities, processing centers, and community reentry centers worldwide, and we work to promote our growth and services in a sustainable and responsible manner. We are committed to delivering our services in a manner that contributes to positive economic, social and environmental outcomes for the individuals in our care, our employees, government agency partners, and shareholders, as well as the communities we serve.

Mindful of energy, water, and waste management, we have adopted an integrated approach focusing on environmental protection and awareness, waste and energy reduction, and risks and opportunities related to climate change. We are committed to maintaining the environment and reducing the footprint of our business operations by:

- Identifying, measuring, and offsetting the environmental footprint of our global operations;
- Reducing our environmental impact through local operations initiatives;
- Preventing pollution by conserving energy and resources, recycling, minimizing waste and pursuing other resource reduction strategies;
- Maintaining full compliance with applicable environmental laws, regulations, and company policies and procedures; and
- Working with our stakeholders on activities that promote environmental protection and stewardship.

Using our environmental management system, which monitors our energy and water usage, as well as waste and carbon emissions, we are pursuing a sustainable and environmentally sound future. We are committed to creating sustainable environments in our facilities worldwide, and we believe that our adoption of a greener operational philosophy lowers operating costs and emissions to the benefit of all. We regularly strive to identify sustainable initiatives and innovations that deliver energy and natural resource efficiency across new and existing facilities. For more information on GEO's environmental sustainability policy statement, please visit [geogroup.com/Environmental-Policy.pdf](https://geogroup.com/Environmental-Policy.pdf).

### IMPACT OF COVID-19 PANDEMIC ON SUSTAINABILITY INITIATIVES

Due to the COVID-19 pandemic, several sustainability initiatives at select GEO Secure Services facilities, focused on LED lighting upgrades and water conservation, that were scheduled to be completed in 2020 were postponed. These LED lighting and water conservation upgrades total approximately \$10 million and are expected to be completed between 2021 and 2022.

Despite these challenges, as part of our COVID-19 mitigation efforts, we invested \$3.7 million to install Bi-Polar Ionization Air Purification Systems at select U.S. Secure Services facilities to reduce the spread of airborne bacteria and viruses. Bi-Polar Ionization Air Purification Systems are specially designed electronic devices that create bi-polar - negative and positive - ions that can effectively break down a wide variety of harmful bacterial and viral contaminations into a less complex and safe form by attacking the DNA of bacteria and viruses.





**Bi-Polar Ionization units being installed at the Mesa Verde Processing Center**



Additional details regarding GEO's environmental activities, including at our BI Incorporated division, LEED certifications, and more examples of energy conservation activities are available on our website at: <https://www.geogroup.com/Sustainability>.

## ASSESSING GEO'S ENVIRONMENTAL PERFORMANCE

In 2020, GEO undertook the initiative of determining the company's carbon footprint, including greenhouse gas (GHG) emissions and energy consumption data. Our corporate office worked directly with the field to gather data from each facility regarding energy use, including natural gas, diesel, fuel, propane, and electricity; and water use, as well as Scope 1 and Scope 2 emissions and intensity ratios.

Our baseline year is 2019 and the GHG Protocol Corporate Accounting and Reporting Standard was used in the calculation of energy use and GHG emissions. Electricity emission factors are obtained from the International Energy Agency's CO<sub>2</sub> Emissions from Fuel Combustion 2020 report, and the U.S. Environmental Protection Agency's Emissions & Generation Resource Integrated Database (eGRID) publication. All energy sources are included in intensity calculations. Gases covered in

## GEO GROUP ENVIRONMENTAL PERFORMANCE METRICS

Energy Consumption	2020	Unit
<b>Total Energy Usage</b>	<b>2,112,078</b>	<b>GJ**</b>
<b>Electricity</b>	<b>1,096,873</b>	<b>GJ**</b>
<b>Natural Gas</b>	<b>902,713</b>	<b>GJ**</b>
<b>Diesel</b>	<b>26,000</b>	<b>GJ**</b>
<b>Fuel Oil</b>	<b>36,398</b>	<b>GJ**</b>
<b>Propane</b>	<b>50,093</b>	<b>GJ**</b>
<b>Energy Intensity Unit</b>	<b>0.11</b>	<b>energy/sq ft</b>
<b>Water Consumption</b>		
<b>Water Usage</b>	<b>1,654,153,197</b>	<b>gallons</b>
<b>Greenhouse Gas Emissions</b>		
<b>Scope 1 Emissions</b>	<b>55,095</b>	<b>tCO<sub>2</sub>e</b>
<b>Scope 2 Emissions*</b>	<b>132,591</b>	<b>tCO<sub>2</sub>e</b>
<b>Scope 1 Intensity</b>	<b>0.0029</b>	<b>tCO<sub>2</sub>e/sq ft</b>
<b>Scope 2 Intensity</b>	<b>0.0069</b>	<b>tCO<sub>2</sub>e/sq ft</b>

\* Location based

\*\* In 2020, all energy consumption data has been converted to gigajoules (GJ) for consistency

GHG emissions calculations include CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, and HFCs. Global warming potentials are obtained from the Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report. The chosen consolidation approach for emissions is facilities under GEO operational control. GEO has no emissions from biogenic sources. The data shows reporting of a location-based Scope 2 emissions figure.

## ENSURING SAFETY AND SECURITY



In 2020, GEO provided support services for 118 secure facilities, processing centers, and community reentry facilities, as well as 77 non-residential reentry programs. We employed approximately 22,000 employees.

GEO has a firm commitment to the health and safety of our employees and those in our care, as well as contractors, medical providers and visitors at all our facilities. Our responsibilities in these areas, along with those of our employees, are highlighted in section 7 of GEO's Code of Business Conduct and Ethics, which is available on our website at [geogroup.com/Code-of-Conduct.pdf](https://geogroup.com/Code-of-Conduct.pdf).

### GEO'S EHS MANAGEMENT SYSTEM

Throughout our operations, GEO has implemented an Environmental Health and Safety (EHS) Management System that is grounded in Integrated Safety Management. Our health and safety management system and practices apply to all GEO employees and contractors. Through the EHS, we have established objective, quantifiable targets and extensive feedback and reporting mechanisms to achieve continuous improvement in our health and safety performance.

The overall management of GEO's EHS program is led by GEO's Corporate Risk Management department, which is comprised of a group of professionals with expertise in occupational safety, workers' compensation and insurance, risk analytics, and environmental issues. Regional

Safety Managers are embedded into our operations throughout the United States and provide hands-on, field support for our facilities.

All facilities in the U.S. Secure Services Division also employ a dedicated Fire & Safety Manager responsible for managing the EHS program at the local level. Fire & Safety Managers are formally trained in multiple EHS disciplines, including the Occupational Safety and Health Administration (OSHA), and National Fire Protection Association (NFPA), along with company and customer required practices.

### SAFETY MEASURES IMPLEMENTED FOR COVID-19

From the beginning of the global COVID-19 pandemic, GEO's corporate, regional, and field staff have taken steps to mitigate the risks of the novel coronavirus and have worked with our government agency partners to implement best practices consistent with the guidance issued by the Centers for Disease Control and Prevention. Details of GEO's COVID-19 response and mitigation measures are available on our website at [geogroup.com/COVID19](https://geogroup.com/COVID19).

# ENGAGING WITH OUR STAKEHOLDERS

GEO's stakeholders include our employees and board members, government agency partners, regulators, accrediting organizations, faith-based organizations and NGOs, the individuals in our care, unions and labor organizations, communities where we operate, and investors and creditors.

Through regular meetings and discussions, webcasts and conference calls, as well as a steady flow of information provided in our reports, newsletters, and posted on our website, we strive to educate our stakeholders on our operations, governance practices, the regulatory environment in which we operate, and our overall commitment to corporate social responsibility, sustainability, and respecting the human rights of all those in our care.

At the same time, we have been active participants in ongoing dialogues with many of our stakeholders and carefully consider their input and feedback as being critical to our focus on achieving operational excellence, having a

positive impact on individuals and our society, and meeting the standards for excellence in corporate citizenship.

An area of emphasis for GEO involves working with key stakeholders to help the company understand different perspectives on human rights topics in our U.S. secure services facilities, processing centers and community reentry programs, and to learn how GEO can improve its services to fulfill the commitments outlined in our Global Human Rights Policy.

## FAITH-BASED ORGANIZATIONS

As part of our collaboration with key stakeholders, GEO partners with approximately 47 faith-based organizations around the country, including national organizations and local community churches. These organizations offer a wide range of religious and educational services, as well as guidance and mentorship, to those in our care.





# GEO CONTINUUM OF CARE: REHABILITATOR OF LIVES



The GEO Continuum of Care® – an innovative and award-winning initiative we began in 2015 – provides enhanced in-custody rehabilitation programming, including cognitive behavioral treatment, integrated with post-release support services. This evidence-based treatment model begins with individualized risks and needs assessments and offers programs designed to address the specific needs of each participant based on their assessments.

## FACILITATING TRANSITION: GEO'S POST-RELEASE SUPPORT SERVICES

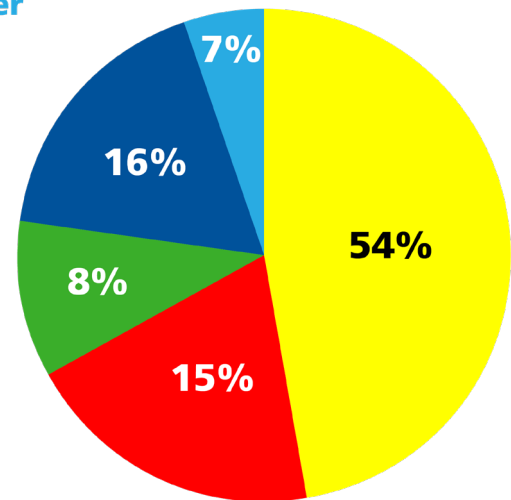
Approximately 95 percent of all individuals released from prison return to their communities. GEO's Post-Release Support Services provide case management, develop and maintain community partnerships, and coordinate and distribute transitional resources based on individual need.

These measures are aimed at reducing recidivism rates, as well as increasing public safety, reducing victimization, and improving the quality of life for released individuals upon returning to their communities.

In addition to extended case management, education, training, and related services, GEO allocated \$1.7 million in company funding during 2020 to assist those released from custody in obtaining such necessities as: housing (54%); clothing (15%); transportation (8%); food (16%); and other items or services (7%).

- **Housing**
- **Clothing**
- **Transportation**
- **Food**
- **Other**

GEO allocated **\$1.7 million** in annual funding in 2020 to assist those released from custody



## CARF ACCREDITATION

In August 2020, our GEO Continuum of Care® programs in Florida achieved a three-year accreditation from CARF International, an independent accrediting organization focused on promoting the quality, value, and optimal outcomes of rehabilitation programs.



This accomplishment represents the highest level of accreditation that can be given to an organization in the area of in-custody rehabilitation. This important recognition is

a testament to our company's leadership in delivering enhanced in-custody rehabilitation programs and post-release support services through our award-winning GEO Continuum of Care®.

GEO's CARF Accreditation applies to the following programs and services:

- Intensive Outpatient Treatment: Alcohol and Other Drugs/Addictions
- Outpatient Treatment: Alcohol and Other Drugs/Addictions
- Prevention: Alcohol and Other Drugs/Addictions



## 2018-2020 GEO CONTINUUM OF CARE (COC) HIGHLIGHTS



### POPULATION

	2020	2019	2018
Total Eligible Population	37,774	69,548	64,620
Total Program Participants	20,294	33,309	31,049



### PARTICIPATION

Total Programming Hours Completed	2,564,275	6,789,417	6,733,045
Total Programming Completions	83,521	51,605	44,518
Behavioral Program Completions	34,606	44,715	32,419
Individual Cognitive Behavioral Treatment Sessions Completed	31,260	36,539	16,409
Average Daily Vocational Attendance	4,074	33,033	32,283
Average Daily Academics Attendance	1,395	13,244	13,104
Average Daily Substance Abuse Attendance	8,212	18,038	17,965
Total Substance Abuse Completions	8,767	8,767	8,842
Total Vocational Completions	7,649	9,413	9,131
Total High School Equivalencies Issued	1,239	2,882	2,779
Average Program Participation Hours per Participant	126	204	216.8

### POST-RELEASE SUPPORT SERVICES



#### SUMMARY

Total Post-Release Participants	3,656	4,317	1,864
Community-Based Participants	5,343	3,840	631
Participants Pending Release	1,687	477	749
Employed/Students	1,320	1,638	900

### STAFF DEVELOPMENT



Total Annual Trainings	7,362	342	334
Total Staff Training Hours	206,136	82,080	80,170

Despite the significant challenges associated with the COVID-19 global pandemic, our GEO Continuum of Care® staff continued to deliver enhanced rehabilitation to those in our care during 2020, often in innovative ways through virtual technologies.

# WORLD CLASS HEALTH CARE

The healthcare needs of the individuals in our care are often significant. Those needs can include acute or chronic healthcare conditions, as well as emergent care needs, and/or mental health issues, including despair, anxiety, depression, fear, thoughts of self-harm and suicidal ideation.

Although GEO is typically responsible for the delivery of healthcare at our facilities as an ancillary component of our support services contracts, we are sometimes not the direct provider of health services. In some cases, our government agency partners determine who the healthcare provider will be.

In 2020, our Secure Services Health Care Division oversaw nearly 700,000 medical encounters, including intake health screenings, physical exams, chronic care visits, off-site consultations, sick calls, dental visits, and mental health visits. Medical encounters for 2020 were lower than in 2019 due to the impact of the COVID-19 global pandemic.

GEO-provided health services are under the oversight of the GEO Healthcare Division in our Corporate Headquarters. The division is led by an Executive Vice President of Health Services and a Chief Medical Officer with four decades of



experience in clinical medicine and is supported by subject matter experts in correctional healthcare, dental services, mental health services, quality control, administration and off-site health claims management.

For all facilities at which GEO provides health services, local oversight and support for healthcare is also provided through one of GEO’s three Regional Offices, located in Charlotte, North Carolina; San Antonio, Texas; and Los Angeles, California. Each Regional Office has a Regional Director of Health Services, and each Regional Director is supported by up to three Regional Managers of Health Services.

GEO strives to ensure that healthcare staff, including medical, nursing, dental, and mental health professionals, are available to provide care for everyone in our facilities. Through established staffing plans, these individuals fulfill their clinical and administrative responsibilities and work synergistically with our security staff to address any health situation that may arise.

Initial screening for medical, mental health and dental care is to be completed as soon as possible after intake, and generally within twelve hours of reception at our facilities. Those who are identified as most seriously ill are then prioritized for immediate clinical evaluation and treatment as needed.

All individuals in our care have coordinated access to healthcare services, which are available 24 hours per day, 7 days per week. They are given the opportunity to submit oral or written healthcare requests at least daily, which are reviewed and prioritized by qualified healthcare professionals. All individuals in our care also have the right to refuse or question the healthcare they are receiving through an established grievance process, which is a key component of our Quality Improvement program.

## GEO SECURE SERVICES ANNUAL MEDICAL STATISTICS\*

	2020	2019
Intake Health Screenings	81,578	165,602
Physical Exams	59,124	108,346
Chronic Care Visits	89,517	98,988
Off-Site Consultations	11,960	21,641
Sick Calls	269,741	290,994
Dental Visits	55,842	88,347
Mental Health Visits	115,977	172,251

\*Data presented for facilities where GEO (or GEO’s subcontractor) provides health services.



Suicide risk assessment and prevention is an important objective of GEO’s healthcare services and is driven by our Behavioral Health services and Mental Health Care experts. Our suicide prevention program is clearly defined in policies and procedures and serves to eliminate and minimize the occurrence of a suicide by reducing risk and self-destructive individual behaviors.

We take our responsibility to provide prompt, comprehensive and compassionate health and mental health care to everyone in our care seriously as evidenced by our dedicated health services staff and the policies, practices, and professional guidelines we follow in our facilities, including independent standards set by the American Correctional Association, the National Commission on Correctional Health Care, and the Joint Commission.

**National Commission on Correctional Health Care (NCCHC)**



**The Joint Commission (TJC)**



Dental Services at Big Spring Correctional Facility



Medical Room at Alexandria Staging Facility



## COVID-19 SENSITIVE/ RESPONSIVE

From the beginning of the global COVID-19 pandemic, our corporate, regional, and field staff have taken steps to mitigate the risks of the novel coronavirus and have worked with our government agency partners to implement best practices consistent with the guidance issued by the Centers for Disease Control and Prevention (CDC). Ensuring the health and safety of all those entrusted to our care and of our employees has always been our number one priority.



### GEO's COVID-19 Mitigation Initiatives

- We issued guidance to all our facilities, consistent with the guidance issued for correctional and detention facilities by the CDC.

#### Testing

- We increased testing capabilities at our U.S. Secure Services facilities and entered into contracts with multiple commercial labs to provide adequate testing supplies and services.
- We invested approximately \$2 million to acquire 45 Abbott Rapid COVID-19 ID NOW devices and testing kits capable of diagnosing not only COVID-19, but also influenza and strep throat.
- As of the end of November 2021, we had administered more than 192,000 COVID-19 tests to those in our care at our U.S. Secure Services facilities.

#### Bi-Polar Ionization

- We invested \$3.7 million to install bi-polar ionization air purification systems at select U.S. Secure Services facilities to reduce the spread of airborne bacteria and viruses.

#### Facemasks and Personal Hygiene Products

- We have provided continuing access to facemasks to all inmates and detainees, with a minimum of three facemasks per week or more often upon request.

- We increased the frequency of distribution of personal hygiene products, including soap, shampoo and body wash, and tissue paper, and we are ensuring the daily availability of bars of soap or soap dispensers at each sink for hand washing in all of our facilities.

#### Social Distancing

- We have implemented social distancing pursuant to directives from our government agency partners and communicated these obligations and requirements via meetings, memos, and postings.
- We deployed floor markers throughout our facilities to inform and encourage social distancing and modified facility movements to accommodate social distancing.

#### Engineering Controls

- We temporarily suspended onsite social visitation.
- We established requirements for staff to complete a medical questionnaire and pass a daily temperature check.
- We modified intake procedures to screen new inmates/detainees and established isolation and quarantine procedures for COVID-19 positive and symptomatic cases, consistent with CDC guidelines.



### Administrative/Work Practice Controls

- We posted reminders regarding coughing and sneezing etiquette, the importance of frequent handwashing, and the use of facemasks.
- We increased cleaning and disinfection of facilities, including high-touch areas (e.g., doorknobs/handles, light switches, handheld radios), housing unit dayrooms, dining areas, and other areas where individuals assemble.
- We advised our employees to remain home if they exhibit flu-like symptoms, and we have exercised flexible paid leave and paid time off policies to allow employees to remain home if they exhibit flu-like symptoms or to care for a family member.
- We enacted quarantine and testing policies for any employees who may have come into contact with an individual who has tested positive for COVID-19.

### Vaccination

- We are working closely with our government agency partners and State and Local Health Departments to coordinate vaccination efforts for staff, inmates, detainees, and residents at our secure services facilities, reentry centers

and programs across the country; these measures align with recommendations from the CDC's Advisory Committee on Immunization Practices (ACIP) and criteria established through the FDA's approval process.

- The timing of vaccine distribution to staff, inmates, detainees, and residents is being directed by the Local and State Health Departments in jurisdictions where we operate through the guidance and prioritization recommendations offered by the CDC and ACIP.
- As of the end of November 2021, GEO has worked with our government agency partners and State and Local Health Departments to administer vaccinations to more than 42,000 individuals in our U.S. Secure Services facilities.

GEO is continuing to coordinate closely with our government agency partners and local health agencies to ensure the health and safety of all those in our care and our employees. We are grateful for our frontline employees, who are making sacrifices daily to provide care for all those in our facilities, during this unprecedented global pandemic.

GEO's full statement on COVID-19 is available on our website at [geogroup.com/COVID19](https://geogroup.com/COVID19).



## DIVERSIFIED EMPLOYER

**GEO is an equal opportunity employer focused on the rich diversity of our workforce with zero tolerance for all forms of workplace discrimination and sexual harassment.**

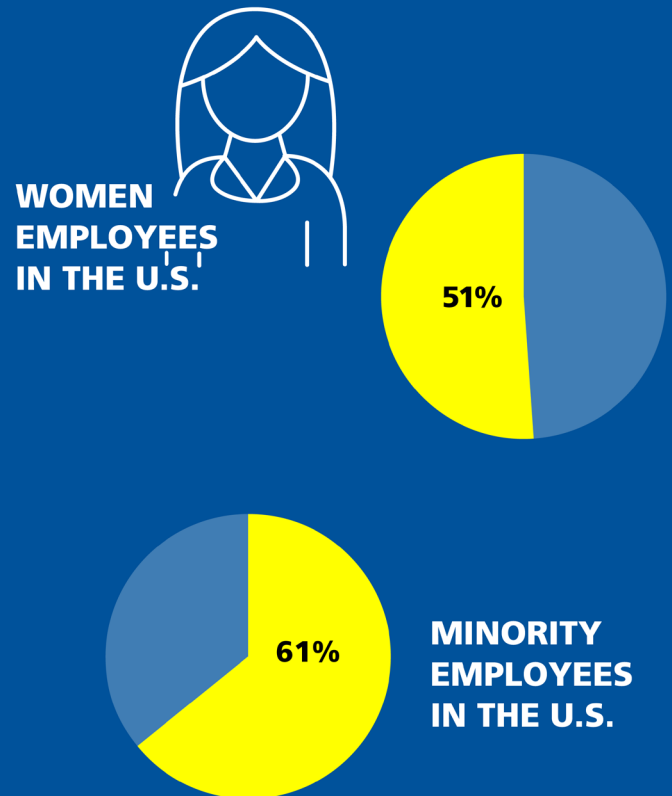
Today, women comprise an equal portion of GEO's U.S. workforce and play a significant role in our leadership and management. **Of GEO's 17,500 U.S. employees, 51% are female.** Women account for 57% of our corporate employees, 41% of our facility security staff, and 29% of those serving in management positions as directors and above. We also continue to recruit women to our workforce, with women comprising 53% of GEO's new hires in 2020.

Women are also involved at the highest levels of our organization. Of the nine members of GEO's Board of Directors in 2020, two were women.

In all areas of our business, GEO strives to achieve wider racial and ethnic diversity. In 2020, two of our board seats were held by members of minority communities. Across our organization, under-represented minorities of the United States – including African Americans, Hispanic and Latino, Asian, Pacific Islander, Native Hawaiian and Native American/Alaskan – currently account for 61% of our U.S. employees.

Minorities comprise 39% of GEO's corporate workforce in the U.S., 69% of our facility security staff, and 27% of those serving in management positions as directors or above. GEO's employee population is also diverse by age. Of new hires in 2020, 47% were under age 30, 38% were between ages 30 and 50, and 14% were age 50 and older.

**GEO is proud to support our local communities, and we recruit more than 90% of our workforce from these communities.**



### EMPLOYEE TRAINING AND DEVELOPMENT

The GEO Secure Services Training Division develops, implements, modifies and updates nationally recognized curricula through needs analysis. GEO incorporates feedback from employee and participant surveys, Quarterly Facility Training Advisory meetings, GEO Quality Control Division's feedback and customer feedback, as well as researched trends from other training providers. The information is used to develop or update training curricula and training delivery methods.

The GEO Continuum of Care training institute incorporates individualized learning programs into each training plan. Staff are empowered to be a part of their development. GEO works with staff to develop a skills gap analysis to assist in identifying the skills a position requires and compares them to current skill level. Education and Treatment staff can earn professional credits towards certification or licensure. All staff work with trainers to develop professional development tracks.

## EMPLOYEE DIVERSITY

U.S. Based Employees	2020	2019	2018
Total of all GEO U.S. Employees	17,500	18,837	18,427
% of all U.S. Employees - Women	51%	51%	50%
% of all U.S. Employees - Minorities*	61%	64%	63%
% of Board of Directors - Women	22%	25%	33%
% of Board of Directors - Minorities*	22%	25%	33%
% of Management Positions - Directors or Above - Women	29%	34%	31%
% of Management Positions - Directors or Above - Minorities*	27%	29%	28%
% of Corporate Employees - Women	57%	56%	58%
% of Corporate Employees - Minorities*	39%	42%	38%
% of All GEO Security Staff-U.S. (includes Transportation) - Women	41%	41%	41%
% of All GEO Security Staff-U.S. (includes Transportation) - Minorities*	69%	70%	68%
% of all U.S. Employees - Veterans	10%	11%	10%

## NEW HIRES

% Under Age of 30	47%	46%	37%
% Age 30-50	38%	38%	49%
% Over Age 50	14%	15%	27%
% Women	53%	56%	53%

\* Includes Hispanic/Latino, Black/African American, American Indian/Alaska Native, Native Hawaiian/Pacific Islander, Asian, and two or more races.



## SECURE SERVICES TRAINING AND EDUCATION

	2020	2019
Total Staff Training Hours:	3,485,592	2,848,564
Total Annual Trainings:	20,724	22,001

## COC TRAINING AND EDUCATION

	2020	2019	2018
Total Staff Training Hours:	206,136	82,080	80,170
CoC Total Annual Trainings:	7,362	342	334





**The GEO Group, Inc. ®**

**WORLD HEADQUARTERS**

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