

Management System Policy Statement

The Serco Management System provides the framework within which all parts of Serco must operate, enabling us to assure good governance, behave consistently across our global business portfolio and deliver the five foundation stones of our business strategy: our governing principles; our business model; our business offering; our organisational model; and our operating principles.

The system defines the minimum standards expected. Our commitment is to:

- deliver a business strategy that contributes to our vision and achieves business objectives
- continually develop a sustainable business
- achieve customer satisfaction by delivering services and products of high quality, reliability and consistency that meet or exceed our customers' requirements
- maintain sound systems of financial control to safeguard shareholders' investments and our assets
- create, develop and lead highly motivated teams who have up to date competencies and skills and live Serco's values
- use technology to support internal processes and deliver enhanced capability to our customers
- manage the risks associated with our activities and minimise the impact of undesired and unexpected events
- ensure governance of the business and safeguard the reputation, value and assets of the company

All activities across the entire Serco organisation are to operate within the framework defined by the management system by establishing, implementing and continually improving the effectiveness of appropriate systems, processes and procedures to apply Group policy and to ensure compliance in its application.

A handwritten signature in black ink, appearing to read "Chris Hyman".

Christopher Hyman
Chief Executive