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www.serco.com

Serco Group plc appoints Non-Executive Director

Serco Group plc (“Serco”) is pleased to announce the appointment of Margaret Ford as a Non-Executive Director to its Board with effect from 8th October 2003.

Since April 2002, Margaret has been Chairman of English Partnerships, the government’s national urban regeneration agency. She is also a non-executive director of OFGEM, the gas and electricity markets regulator and a non-executive director of Thus plc.

An HR professional by background, Margaret has championed a wide range of employment issues in her career, including time spent as a full time trade union official. Margaret is an energetic and determined businesswoman that has built two well-founded companies in her career to date and has successfully combined commercial life with a strong commitment to public service. She currently heads Good Practice Ltd, a company providing a blue-chip client list with best practice material across a range of HR disciplines.

Kevin Beeston, Serco’s Executive Chairman said:

“We are delighted that Margaret has agreed to join us; she brings a range of skills and experiences that will complement Serco’s Board very well. Margaret has demonstrated keen entrepreneurial ability, understands effective organisational and change management and has excellent knowledge of the public sector. We very much look forward to working with her.”

- Ends -

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Notes to Editors

- Serco is one of the world's largest public service companies operating on a global basis in a diverse range of sectors, including defence, aerospace and science, public transport and traffic management, health, education, justice and local government.
- Serco is focused on the public sector, which represents around 90% of its business and has a strong public service ethos. In partnership with customers and staff Serco aims to enhance service levels and operational efficiency by shortening decision making chains, reducing bureaucracy and achieving continuous improvement.
- More information on Serco can be found at www.serco.com
- English Partnerships is the national regeneration agency that is focused on accommodating growth and demand for residential property, managing the national strategy for the development of brownfield sites and responsible for a portfolio of strategic regeneration sites.
- To comply with paragraph 16.4 of the UK Listing Authority listing rules, the company confirms that there are no matters requiring disclosure for Mrs. Ford in relation to paragraphs 6.F.2 (b) to (g) of the listing rules.
- Mrs. Ford is also currently a director of Thus plc, Priority Sites Ltd. and Good Practice Ltd. Previous directorships held within the past 5 years are Mayfield Developments Ltd., Eglinton Management Centre Holdings, Eglinton Management Centre Ltd., and Seneca Management Consulting.