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SERCO DOCKLANDS LIMITED WINS BEST RAIL OPERATOR AWARD FOR THE SECOND YEAR RUNNING

Serco Docklands Limited – the franchise operator of the Docklands Light Railway, has won the coveted Best Rail Operator award at the National Rail Awards 2002 for the second year running.

Jim Gates, Managing Director of Serco Docklands Ltd said: “I am thrilled that Serco Docklands has won this prestigious award again this year. It reflects the dedication of our staff, who are totally committed to providing the highest quality of customer service. It also emphasises our successful partnership with DLR limited, our franchisor.”

At the awards ceremony on Thursday 5th September, 900 rail professionals heard that the judges were again impressed by the sheer quality of the Serco Docklands entry. “Few railway businesses have such an impact on community life, proving that the journey can be much more than a means to an end. Docklands is as much part of East London as Bow Bells.”

Jim Gates added “This result underlines the fact that the DLR franchise is consistently meeting and exceeding its targets, which increase over time. 24 new trains are currently being introduced into the fleet, enabling service frequency to be enhanced in line with passenger demand. The latest service improvements in August brought extended peak services, additional capacity and 50% more trains at weekends delivering a 10 minute turn up and go service.”

Kevin Beeston, Executive Chairman of Serco Group plc, said : “To win the Best Operator award for the second year in succession is a great achievement for all our staff at Serco Docklands. It demonstrates the strength of running our contracts as businesses in their own right and our ability to deliver real improvements in efficiency and added value for our customers.”

The National Rail Awards are staged jointly by RAIL and New Civil Engineer journals.

– Ends –

Notes to editors

Serco is an international provider of management services to government and industry. The company covers a wide range of activities, from controlling satellites and operating computer networks for the European Space Agency, to managing and operating the Docklands Light Railway where Serco was recently voted National Rail Operator of the year. The Company employs some 34,000 staff in 36 countries.

**For further information please contact Serco Docklands Press Office:-
+44(0)20 7363 9696 or +44(0)7718 195955**

Serco Group plc
Dolphin House, Windmill Road
Sunbury-on-Thames, Middlesex TW18 7HT
United Kingdom

T +44 (0)1932 755900
F +44 (0)1932 755 854

Serco Group Pty Limited
Level 10, 90 Arthur Street
North Sydney, NSW 2060
Australia

T +61 (0)2 9964 9733
F +61 (0)2 9964 9924

Serco Group, Inc.
20 E Clementon Road, Suite 102 South
Gibbsboro, New Jersey 08026
United States

T +1 856 346 8800
F +1 856 346 8463