

Serco Wins Operator and Service Excellence Award in Australia

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Serco business in Australia has won the Operator and Service Excellence Award at Infrastructure Partnerships Australia's prestigious National Infrastructure Awards. The award recognises the high standard of service Serco is providing at Acacia Prison, Western Australia's only privately operated prison.

Serco Asia Pacific Chief Executive Officer, David Campbell said he was delighted to accept the award on behalf of Serco's team at Acacia Prison. The award validates the positive contribution Serco is making to the community, the commercial know-how we've introduced to the justice sector, our deep service ethos and our successful partnership with the West Australian Department of Corrective Services.

"We are committed to ensuring that prisoners leave Acacia Prison as improved citizens who are able to positively contribute to society," David Campbell said.

"In 2009, Serco expanded and invested in numerous education, training, rehabilitation and resettlement programmes, with a particular focus on restorative justice and community and social responsibility, while at the same time successfully integrating an additional 200 prisoners into the prison.

"In addition to these improvements it is estimated that the state of Western Australia is saving a minimum of \$12.5 million per annum, and probably even more, through the private operation of the prison.

"One of the keys themes for the successful operation of a prison is clear and strong accountability, and a positive and constructive partnership with our customer, the West Australian Department of Corrective Services.

“This Award is a fantastic acknowledgment of the innovation and service excellence being delivered by Serco at Acacia – an approach we’re applying to our many other successful partnerships with governments across Australia.”

The Western Australian Office of the Inspector of Custodial Services 2007–2008 Annual Report ranked custodial facilities in Western Australia by performance. Acacia Prison is regarded as one of two high performing prisons in the state. Validated in his Report No 53, the former Western Australian Inspector of Custodial Services Professor Richard Harding found that the change of operator had been a very positive move, with the performance of the prison improving in numerous tangible ways.

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About Infrastructure Partnerships Australia

Infrastructure Partnerships Australia (IPA) is the nation’s peak infrastructure body. IPA convenes Australia’s National Infrastructure Awards each year. These awards celebrate and acknowledge the innovation and excellence of Australia’s public and private sectors in the delivery of infrastructure. The Awards reflect IPA’s principles of best practice in procurement, design and delivery of key assets and services and provide an important opportunity for the sector to celebrate its successes in building the nation for the future.

About Acacia Prison

Acacia Prison is operated by Serco under contract with the West Australian Department of Corrective Services. Acacia Prison is a 1000 bed male, medium security prison located 60 kilometres east of Perth, Western Australia. The design and operating philosophy for Acacia addresses the need to provide a safe, secure, innovative, and cost effective facility. At Acacia we pride ourselves on our approach to rehabilitation. Our programmes focus on areas essential to the prisoners’ successful rehabilitation and reintegration into the community. They include addressing cognitive, emotional, and offending behaviour, and academic and vocational skills deficits.

About Serco

Serco is a FTSE 100 international service company, which combines commercial know-how with a deep public service ethos. We improve services by managing people, processes, technology

and assets more effectively. Our strategic advice comes from hands-on experience. We advise policy makers, design innovative solutions, integrate systems and – most of all – deliver front-line services that make a positive difference to customers and communities.

Serco has been delivering mission critical public services for more than 40 years. We support governments, agencies and companies in 35 countries who seek a trusted partner with a solid track record of providing assured service excellence. Globally our employees deliver operational, management and consulting expertise in defence, science, technology, justice, immigration, transport, health, education, aviation and business process outsourcing.

Our 6,000 people in the Asia Pacific business operate in Australia and Hong Kong. Our customers have the dual benefits of global scale and local autonomy. One of our strengths is that we live locally, think locally, act locally, and are supported globally.

In Asia Pacific, Serco supports the Australian Defence Forces through the provision of garrison and port services, rehabilitates offenders in our prisons, cares for people in immigration detention, helps to make the roads safer in Victoria through our traffic camera services operation, provides travellers in Perth and Brisbane with timely and helpful public transport advice, keeps Melbourne's parks and gardens green, operates tunnels in Hong Kong helping 76.8 million commuters each year and provides an unparalleled, award winning rail tourism experience on the Ghan, Indian Pacific and Overland.

More information can be found at www.serco-ap.com.au