

## Press Release

### **Serco awarded environmental services contract in Leicestershire**

23 April 2009

Serco have been awarded the waste management and streetscene services contract for Charnwood Borough Council.

The contract value is around £32m for a period of seven years with potential for negotiating an extension. The contract will commence on 1<sup>st</sup> August 2009 with 70 staff transferring to Serco under TUPE regulations.

This contract is of strategic importance as it further extends Serco's environmental services business and builds upon the existing relationship with the customer.

Serco's success in securing this contract was helped by the introduction of a number of innovations developed in response to the identification of specific customer and public needs as well as delivering £2.4m of savings for the council in the first two years.

The innovations include:

- 40% carbon reduction commitment, including revolutionary electric vehicles, bio-fuels and additives.
- Substantial marketing investment focused upon increasing the borough's recycling rate to 50% (currently 39%).
- Making recycling easier by providing a single container plus a community based recycling incentive and reward scheme.
- Targeted initiatives designed to engage the local student community in environmental issues and the recycling agenda.

Serco has also committed to growing the borough's garden waste scheme as well as implementing our pioneering community engagement scheme, Community Champions.

**For further details contact:**

Serco Group plc, Palm Court, 4 Heron Square, Richmond, Surrey TW9 1EW, United Kingdom  
T +44 (0)1256 745900 F +44 (0)20 8334 4118 [www.serco.com](http://www.serco.com)

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Chris Trill, Charnwood Borough Council's Director of Leisure and Environment, welcomed the new agreement with Serco. She said, "This is a significant achievement for Charnwood in terms of value for money and upholding and striving for new levels of excellence and quality on waste collection, recycling and street cleansing services. I hope that Charnwood residents are as pleased as we are with the work that Serco have put in, both to winning this contract and into delivering it. Their submission clearly puts the customer first."

Serco Integrated Services Chief Executive Mike Brown added, "We are also looking forward to partnering with such a forward-looking Council, who share our own ethos in delivering innovative and quality environmental services to the people of Charnwood."

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**For further information, please contact:**

Adam Fergie  
Communications Director  
Serco Local Government  
Tel: 01256 744166  
Mob: 07718 186 484  
Fax: 01256 744113  
Email: [adam.fergie@serco.com](mailto:adam.fergie@serco.com)

### About Serco

Serco is FTSE100 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. We advise policy makers, design innovative solutions, integrate systems and - most of all - deliver to the public.

Serco supports governments, agencies and companies who seek a trusted partner with a solid track record of providing assured service excellence. Our people offer operational, management and consulting expertise in the aviation, BPO, defence, education, health, home affairs, local government, science, technology, transport and the commercial sectors.

More information can be found at [www.serco.com](http://www.serco.com)

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