

Press Release

Serco announces new global BPO business and management streamlining

26 January 2012

Serco, the international service company, today announces that it is creating a new global Business Process Outsourcing (BPO) capability, our first global business, bringing together all of Serco's middle and back office skills. The new global business will improve the services that Serco provides to customers and enable us to target global opportunities both in the public and private sector.

Serco's customers around the world are increasingly looking for more end-to-end services that combine frontline capability with middle and back office operations, helping them to drive more efficiency and better quality services.

The creation of the global BPO business follows the recent expansion of Serco's BPO offering: in the UK with the acquisition of The Listening Company; in India with the acquisition of Intelenet; and, in Australia with the acquisition of Excelior.

As Serco continues to grow we regularly review our opportunities, our structure and the way Serco delivers services for our customers and to target future growth.

Serco will be streamlining the management of its UK business and further developing our shared services operation to increase efficiency and support the delivery of better services. These changes are likely to lead to reductions in headcount of around 500 people in management and in our own back office support functions out of our 100,000 employees around the world, including 35,000 in the UK.

The changes announced today are not expected to have any material impact on our previously stated financial guidance.

Christopher Hyman, Chief Executive of Serco Group plc, said: "Our new global BPO capability will open up new opportunities for Serco to provide high quality services to customers in the public and private sector around the world. It will also allow us to provide the integrated front, middle and back office operations that our markets are now seeking and, together with the improved innovation and efficiency in our management structure, will support the further improvement of the services that we deliver to our customers."

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About Serco

Serco is a FTSE 100 international service company, which combines commercial know-how with a deep public service ethos.

Around the world, we improve essential 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, environmental services, facilities management, health, home affairs, information and communications technology, knowledge services, local government, science and nuclear, transport, welfare to work and the commercial sectors.

More information can be found at www.serco.com