

Information Technology

In our changing business environment information systems are increasingly used to carry out our work, meet customers' needs, and prepare for the challenges we face in the future.

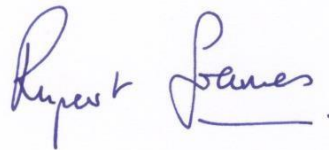
The use of information technology is vital to making sure we work as effectively and efficiently as possible and add value to the services we provide our customers.

Wherever we work, we will have information technology policies, standards, operating procedures and processes that meet our business objectives and customers' needs, reduce risks and protect the confidentiality, accuracy and availability of information.

We will:

- set IT objectives and targets focused on achieving our vision and meeting the needs of our customers
- define the information systems that our employees, partners and contractors need to do their work
- introduce IT solutions that are based on proven technology, that are reliable, and that support our business activities
- define the processes and procedures for the operation and delivery of IT, to meet our needs and those of our customers
- provide a secure environment for our customers' and our own information systems and information
- monitor and measure the performance of our information systems and processes, to assess their associated costs, value and risks and make sure that they meet relevant laws and regulations.

We will put this policy into practice by creating a culture that recognises the important role information Technology plays in our business, and supports the need for information systems and processes to be secure, reliable and effective



Rupert Soames

Group Chief Executive, Serco Group plc