

Borallon Correctional Centre recognised for its award winning programmes

Serco staff at Queensland's Borallon Correctional Centre have won two major awards recognising their commitment to rehabilitating prisoners, looking after their community and protecting the environment.

The prison has been given a prestigious Australian Business Award for Environmental Sustainability, and been Highly Commended in the Minister's Awards for Excellence in Community Safety for its approach to offender education.

Since taking over management of Borallon in 2008, Serco staff have transformed the site's environmental and prisoner education programmes through the implementation of strategies that aim to make a lasting and meaningful difference.

Serco Australia has been awarded this year's Australian Business Award for Environmental Sustainability in the Services industry for the sustainability programme at Borallon. Working together, staff and prisoners have reduced the amount of waste being sent to landfill from 100 per cent to 12 per cent.

In one initiative, organic waste from the prison goes to feed a local farmer's livestock instead of being sent to landfill. For items that can't be recycled, staff have found other common-sense methods to save waste, like returning the polystyrene boxes that fruit and vegetables are delivered in so that they can be re-used.

Prisoners also participate, joining work parties tasked with sorting through waste to remove any recyclable items. They take responsibility for their community and their environment by sitting on the prison's Sustainability Committee to discuss initiatives with senior management representatives.

This hands on and personal approach is not unique to the prison's sustainability initiatives, but fundamental to all of the site's operations, in particular its award winning prisoner education programme.

Borallon's offender education team were Highly Commended in the Minister's Awards for Excellence in Community Safety under the Smart category. This recognises staff's successful 'Pathway to Potential' strategy, which has tailored the learning environment to learners' individual

Media Release (continued)

needs, helping prisoners to live constructive lives by realising their potential. One prisoner delayed applying for parole so that he could leave with his Year 10 Certificate. Another vowed never to take drugs again after receiving his first literacy and numeracy certificate.

Borallon's education programmes have not only helped prisoners to be more responsible citizens, they have also strengthened relationships with their families and the community. The 'Tell Me A Story' programme gives offenders the chance to participate in creative writing workshops where they write story books for their children. In vocational training, they learn to make items which are donated for use in local schools.

In addition to these awards, Borallon Correctional Centre has had a very successful year winning two Australia Day Achievement Medallions, two Serco Global Pulse Awards and was selected as a finalist in the Oration National Annual Infrastructure Awards in both the Government Partnership Excellence and Operator & Service Provider Excellence categories.

David Campbell, Chief Executive, Serco Asia Pacific, has high praise for Centre staff and the quality service they're delivering.

"Congratulations are due to all the team at Borallon for this excellent run of good news. I'm very pleased that the prison is continuing its award winning form. The Business Award and Minister's Award recognise the team's great success in caring for their environment and making their community a safer place by turning prisoners' lives around."

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Borallon Correctional Centre

Serco took responsibility for the operation of Borallon Correctional Centre in January 2008. It is a 490-bed, male, medium and high security prison located near Ipswich, Queensland. Operations at Borallon will be transferring to Gatton's 300-bed high security facility, South Queensland Correctional Centre by 1 January 2012.

Media Release (continued)

Serco's Justice capabilities in Asia Pacific

One of Serco's main aims is to positively contribute to the communities in which we serve. Through our justice contracts at Borallon Correctional Centre in Queensland; Acacia Prison and Court Security and Custodial Services in Western Australia, and Mt Eden Corrections Facility in New Zealand, we are reaching this goal every day.

Within these contracts our staff work to ensure that offenders leave prison as more skilled and more confident citizens who are better positioned to find work and positively contribute to the community. It is with this goal in mind that we have expanded and invested in our responsible prisoner model as well as numerous other education, training, rehabilitation and resettlement programmes for prisoners, with a particular focus on restorative justice, and community and social responsibility. Rehabilitation, reparation and the re-entry of prisoners into society is at the heart of what we do.

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 over 30 countries who seek a trusted partner with a solid track record of providing assured service excellence. Globally our 100,000 employees deliver operational, management and consulting expertise in defence, science, technology, justice, immigration, transport, health, education, aviation and business process outsourcing.

Media Release (continued)

Our 7,000 people in the Asia Pacific business operate in Australia, Hong Kong and New Zealand. 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 Force 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, provides travellers in Perth, Brisbane and New South Wales 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