

## Media Release

20 December 2010

### Serco Signs New ADF Medical and Dental Contract

Serco Australia last week signed a contract with the Australian Defence Force (ADF) to provide warehousing, maintenance and distribution services for Class 8 medical and dental supplies.

David Campbell, Serco Asia Pacific Chief Executive Officer welcomed the ADF's announcement and the opportunity to build on Serco's proud relationship with the ADF that stretches more than 15 years.

"I am delighted with this news. Over the last 15 years we have built a leading position in defence support services in Australia. In winning the rebid for the ADF medical and dental contract we have demonstrated our capacity to deliver real efficiencies and productivity benefits for our customer," David Campbell said.

The re-bid 2.5 year contract is valued at A\$24M and has four one year extension options, representing a major advance on the previous contracts. Key aspects of the new contract, commencing in January 2011, include: running the supply chain process from order entry through to distribution; managing and operating the loan of centrally held equipment to defence units; carrying out repair and preventative maintenance on medical and dental equipment; and assembling and supplying medical kits.

This announcement is great news for our existing Medical and Dental people and is a tangible example of our commitment to retain and grow our organic Serco Australia defence business, separate from our defence joint ventures. This win further strengthens our position as a credible competitor for future Defence Logistics projects.

Serco was first awarded the Class 8 Medical and Dental contract in 1999 and for the last 11 years has managed medical equipment fleet repair, maintenance and calibration, as well as the pharmaceuticals and medical consumables supply chain. This has involved ensuring the Defence units receive the necessary medical and dental supplies and equipment and often calls for critically short response times as in the case of responding to the Bali Bombings, Asian Tsunami, and the 2009 Victorian Bushfires.

Serco provides this service from the Randwick Army Barracks in Sydney, New South Wales. From this location we support all major Australian Defence Hospitals, larger area health facilities, Royal Australian Navy ships and approximately 450 other customers. We also extend our support to international Australian Defence Force military operations.

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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. 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.

## Media Release (continued)

Serco has been delivering mission critical public services for almost 50 years. We support governments, agencies and companies in 30 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 currently 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 Force through the provision of garrison and port services, rehabilitates offenders in our prisons, helps to make the roads safer in Victoria through our traffic camera services operation, cares for people in immigration detention, provides travellers in NSW, 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](http://www.serco-ap.com.au)