

Serco announced preferred bidder for WA Court Security and Custodial Services

Serco Australia has been selected as the preferred bidder for the provision of Court Security and Custodial Services (CSCS) to the Western Australian Department of Corrective Services.

The 5 year contract has two options to extend to a maximum 10 year term. Key aspects of the contract commencing on 31 July 2011 include inter-prison transfers, court security services, and the operation of court custody centres.

Serco Australia Chief Executive David Campbell welcomed the Western Australian Government's announcement and the opportunity to proceed to the next stage of negotiations with the hope of expanding it's partnership with the government.

"We are particularly excited by the prospect of transforming Court Security and Custodial Services in Western Australia. We are offering the State a highly effective, safe, secure, decent and humane service, building on our achievements and record at Acacia Prison," David Campbell said.

Measures in Serco's proposal to ensure the safety and wellbeing of those in our care include: staff training accredited to a nationally recognised standard for the first time in this contract; new operational procedures with robust systems and processes to identify, analyse, manage and mitigate risks; and regular internal and external audits across all locations.

Serco also proposes to introduce the Serco Escort Record System (SERS) to support the safe management of people in custody and ensure transparency of service delivery. This proven technology will achieve comprehensive, dynamic security at all times during the movement of people in custody.

Serco has engaged experts from across our business in Australia and the UK, in addition to external specialists in a variety of areas, including Indigenous needs, custodial operations, court security and service delivery, and logistics to ensure our solution meets the service delivery obligations and would provide safety and security to people in custody and the communities in which we would operate.

Media Release (continued)

In Australia, Serco has a strong track record of high performance at Acacia Prison in Western Australia and Borallon Correctional Centre in Queensland. Serco commenced delivery of services at Acacia Prison in 2006, making a commitment to ensure that prisoners leave Acacia Prison as improved citizens who are able to positively contribute to society. It is with this goal in mind that we expanded and invested in our responsible prisoner model and numerous education, training, rehabilitation and resettlement programs for prisoners, with a particular focus on restorative justice, and community and social responsibility.

Serco's values-based approach and strong management capability is underpinned by a robust inspection and accountability framework. In his Report No 53, the former Western Australian Inspector of Custodial Services Professor Richard Harding found "that the change of operator (at Acacia Prison) has been a very positive move". He found that the level of service was comparable to or even better than most of the public sector prisons and that Serco passed the value for money test. Finally, the Inspector reported that Acacia Prison was the most accountable prison in the State, with the flow on effect of making the whole prison system more transparent. This assessment was made after a period of only two years' operation, during which Serco was able to turn around a level of performance that previously had, under a different operator, not met expectations.

Serco won the 2010 Operator and Service Excellence Award for Acacia Prison at Infrastructure Partnerships Australia's prestigious National Infrastructure Awards, recognising the high standard of service and validating the positive contribution Serco is making to the community, the commercial know-how we've introduced to the justice sector, our deep service ethos and our successful partnership with the Western Australian Department of Corrective Services.

In the UK, Serco manages prisons, electronic monitoring services, and the London and South East court escorting and court service – the country's largest and most high-profile outsourced prisoner custodial and escorting contract.

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Media Release (continued)

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 30 countries who seek a trusted partner with a solid track record of providing assured service excellence. Globally our 70,000 employees deliver operational, management and consulting expertise in defence, science, technology, justice, immigration, transport, health, education, aviation and business process outsourcing.

Our 6,500 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