

Serco wins \$190m Department of Homeland Security Contract

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Serco Inc., the US subsidiary of Serco Group, a provider of professional, technology, and management services to the federal government, announced today that the Company has been awarded a prime contract with the Department of Homeland Security's (DHS) U.S. Citizenship and Immigration Services (USCIS) to provide record processing for the adjudication of immigration benefits. The contract has a one year base period with four one-year option periods and is valued at approximately \$190m, inclusive of the options.

Under the contract, Serco will provide records management services at the USCIS National Benefits Center (NBC) located in Lee's Summit, Missouri. Serco's services include file operations, records distribution management, business process improvement support, automated system transactions, and system update functions. This work provides the government adjudicative support as it processes immigration-related applications for Adjustment of Status, Naturalization, Adoption, and Permanent Resident Card replacement.

"This contract win shows our unrelenting focus on delivering solutions and services to the Federal government," said Ed Casey, Chairman and Chief Executive Officer of Serco Inc. "Through a long-standing relationship with the U.S. Citizenship and Immigration Services, Serco continues to provide expertise in records management services, and we are honored to have another opportunity to support the Department of Homeland Security."

NBC's mission is to create and support a centralized process for Field Office submissions in order to provide a standardized service to petitioners. Through the NBC, the USCIS manages the filing of all applications and petitions for benefits that require an interview. Serco expects to manage approximately 900 employees at this facility, making it one of the largest employers in the Lee's Summit area. Serco has supported the NBC for the past seven years and processes over 1.5 million files annually.

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About Serco Inc

Serco Inc. is a leading provider of professional, technology, and management services focused on the federal government. We advise, define, develop, integrate, deliver, and maintain solutions that transform how clients achieve their missions. Our customer-first approach, robust portfolio of services, and global experience enable us to respond with solutions that achieve outcomes with value. Headquartered in Reston, Virginia, Serco Inc. has approximately 11,500 employees and annual revenue of \$1.3 billion, and is a wholly-owned subsidiary of Serco Group plc, a \$5 billion international business that has helped transform government and public services around the world. More information about Serco Inc. can be found at www.serco-na.com.

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. 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, health, home affairs, local government, science, technology, transport and the commercial sectors.

More information can be found at www.serco.com